SmartCAD

Version 9.5

User Manual

Printed November 10, 2014

Revision History

Version 9.4

- Manual rebuilt in full.

Version 9.5

- SmartCAD Introduction (Chapter 1) version applicability updated to 9.5. Tenets have not changed.
- CAD Configuration (Chapter 2) version applicability updated to 9.5.
    - Added unit alias and backfill unit assignment to *Unit Settings* tab information.
    - Added *Unit Aliases* section.
- SmartCAD (Chapter 3) version applicability updated to 9.5.
    - Moved call suspension process from *Managing Units* to *Managing CAD Incidents*.
    - Rearranged *Managing Units* to a more logical process flow.
    - Added *Managing Unit Groups* section to *Managing Units*.
    - Added unit alias option to *Placing a Unit On Duty* process.

Chapter 1

SmartCAD Introduction

Version 9.5

User Manual

Printed September 24, 2014

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For questions concerning this manual, please call toll free: **1-800-374-0101**

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CTS America's support staff is available via a toll-free number 24 hours a day, 7 days a week, including holidays.

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Introduction

Company History

SmartCOP, Inc. (d/b/a CTS America) was founded by an experienced software engineer. Development of the core products began in 1994 when the engineer became a sworn law enforcement officer and recognized the lack of functionality in the existing public safety technology. This engineer determined that the only way to properly achieve functionality was through the development of a comprehensive, integrated software suite that provided real-time, critical information to first responders. The engineer also realized that the software functionality needed the input of those persons involved in the day-to-day process; that is, deputies, troopers, investigators, dispatchers, paramedics, firemen, administrators, and court clerks. Rather than dictate what an agency should utilize, CTS America listened to and created what its users demanded. The end result: a system that supports the mission of public safety agencies rather than hindering it.

Since then, the CTS America team of engineers have enhanced and expanded the core products into one of the most comprehensive, integrated product suites available. In fact, the company actively and successfully competes in all size markets, with products that scale from an agency of ten officers to thousands of officers.

Company Mission

CTS America has a single and simple goal: To support the mission of the agencies we serve.

To accomplish this goal, we do everything possible to make sure our customers do not perceive us as a vendor, but rather consider us a partner. We ask our customers to dictate the growth and direction of our technology, instead of having engineers dictate the procedures of our customer agencies.

Most importantly, we never lose sight of the core values that have guided our company since our formation:

- We value and implement customer feedback.
- We value and implement the highest of ethical business practices.
- We treat our employees, business partners, and customers with respect at all times.
- We value and implement diversity at all levels.
- We understand that we have a duty and obligation to always place community and agency safety above profit.

User Assistance Tools

Help

A complete Help system is included with CTS America software that includes step-by-step procedures, tips, and shortcuts. The Table of Contents, Index, and Free-Text Search are displayed with each topic.

Training

Training is conducted on-site by the very people who use and depend on this technology (e.g., officers train officers, dispatchers train dispatchers, etc.).

Support

CTS America's help desk provides support 24 hours a day, 7 days a week. Call toll-free 1-800-374-0101 for assistance.

Manual Conventions

Before beginning use of CTS America software, it is important to understand the terms and typographical conventions used in this manual. The following table outlines the general these conventions:

Format	Usage
`Courier New Font`	Text entered at a given step Example: Type `LL100` in the Command Line
Bold	Indicates the tab, button, menu, or menu item on which to click Example: If the Vehicle is assigned to a Unit and the assignment needs to be changed, click **Remove Unit Assignment**.
[Bold]	Indicates a key or key combination to be pressed Example: To show all CAD Workstations, press **[Ctrl+F4]**

Keyboard Shortcuts and Menu Options

If the CTS America module provides keyboard shortcuts, a Keyboard Shortcuts and Menu Options chart explains the shortcuts and menus for the main activities you will perform using the software. The chart provides a quick reference to learn alternative ways to accomplish a task. If you prefer using the keyboard to using the mouse or vice versa, refer to this chart.

Chapter 2

SmartCAD Configuration

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CAD Configuration

About CAD Configuration

Use *CAD Configuration* to set up lists, display options, and other items for SmartCAD.

Once *SmartCAD* is configured initially, changes to basic settings will be rare. However, settings that require updated information, such as caution notes, geographic file, run cards, etc., may require periodic changes.

Product Version Number

The content in this document supports *SmartCAD Configuration* version 9.5.

Keyboard Shortcuts

Most configuration lists in *CAD Configuration* have the following shortcut keys to aid in quickly setting up list items.

To Do This	Press This Key	Or Use the Mouse Here
Add a new record (street, tow area, complaint type, etc.)	**[Insert]**	**Add** button
Edit a record (street, tow area, complaint type, etc.)	**[Enter]**	**Edit** button
Search for a record (street, tow area, complaint type, etc.)	**[F5]**	**Find** button
Delete a record (street, tow area, complaint type, etc.)	**[Delete]**	**Delete** button
Add a new street or place based on the selected record	**[Ctrl+Insert]**	**Add+** button
Close a configuration list	**[Esc]**	**Close** button
Exit *CAD Configuration*	**[Alt+X]**	Red “X” at top right

Logging In/Out

Logging In

1. Double-click the CAD Configuration icon on your desktop. If there is not shortcut, contact an agency IT representative to have one created.
2. Enter the user name and password.
3. Place a check beside **Change Password after login**, if such is desired.
   a. The user will be prompted to enter and confirm the new password.
   b. Once the new password has been entered twice, press **[Enter]** or click **OK**.
4. Press **[Enter]**.

Logging Out

Clicking on the **File** menu and selecting **Exit**, pressing **[Alt+X]**, or closing the *CAD Configuration* window will automatically log out the current user.

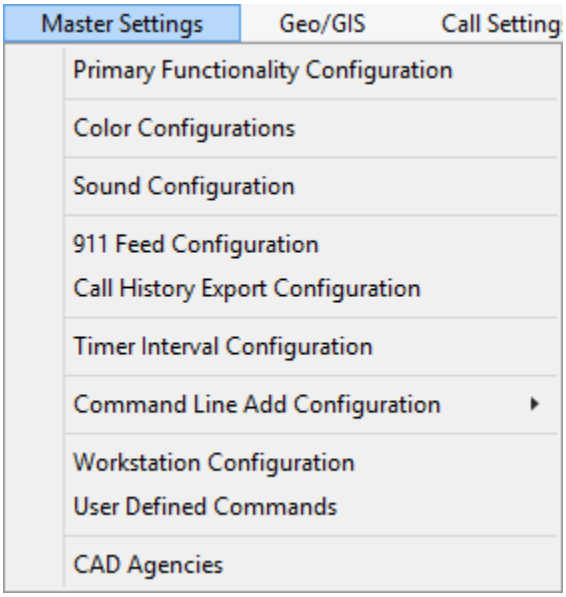
Master Settings

Enabling options in Master Settings reflects how the agency will use SmartCAD. For example, the agency may only handle calls for law enforcement - not fire or EMS. If that scenario applies, administrators can disable the fire and EMS run cards and options in Primary Functionality Configuration, allowing dispatchers to focus solely on law enforcement.

In another scenario, administrators can enable the 911 ANI/ALI Feed to Workstations, potentially providing the 911 feed to all CAD users. The 911 Fee can, then be disabled on individual workstations in the 911 Feed Configuration of Workstation Configuration.

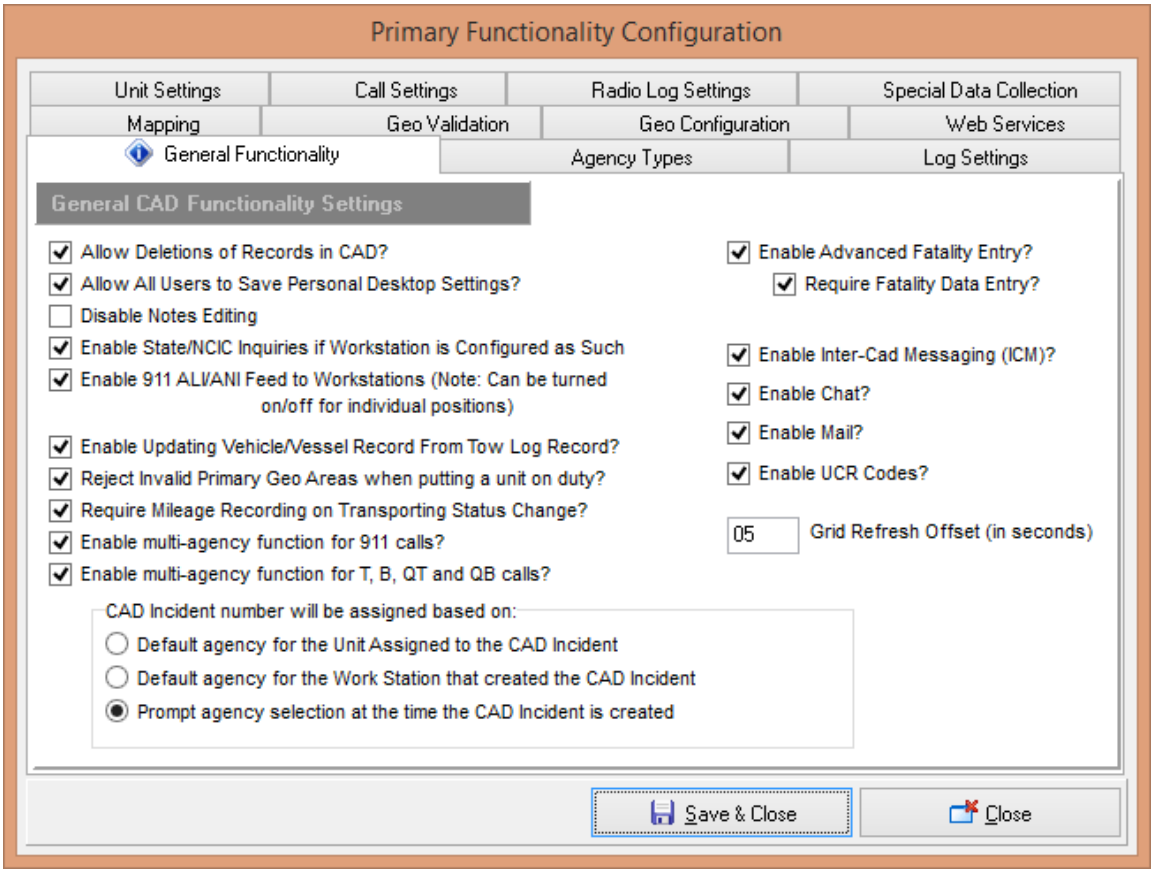
These types of decisions are made by agency administrators.

The following Master Settings menu options are covered in this chapter:



Primary Functionality Configuration

General Functionality


Primary Functionality Configuration
Unit Settings
Call Settings
Radio Log Settings
Special Data Collection
Mapping
Geo Validation
Geo Configuration
Web Services
General Functionality
Agency Types
Log Settings
General CAD Functionality Settings
Allow Deletions of Records in CAD?
Allow All Users to Save Personal Desktop Settings?
Disable Notes Editing
Enable State/NCIC Inquiries if Workstation is Configured as Such
Enable 911 ALI/ANI Feed to Workstations (Note: Can be turned on/off for individual positions)
Enable Updating Vehicle/Vessel Record From Tow Log Record?
Reject Invalid Primary Geo Areas when putting a unit on duty?
Require Mileage Recording on Transporting Status Change?
Enable multi-agency function for 911 calls?
Enable multi-agency function for T, B, QT and QB calls?
Enable Advanced Fatality Entry?
Require Fatality Data Entry?
Enable Inter-Cad Messaging (ICM)?
Enable Chat?
Enable Mail?
Enable UCR Codes?
05
Grid Refresh Offset (in seconds)
CAD Incident number will be assigned based on:
Default agency for the Unit Assigned to the CAD Incident
Default agency for the Work Station that created the CAD Incident
Prompt agency selection at the time the CAD Incident is created
Save & Close
Close

1. On the **Master Settings** menu, click **Primary Functionality Configuration**. The **General Functionality** tab is selected by default.

2. Place a check beside **Allow Deletions of Records in CAD** if users with Full Access (FA) rights should be able to delete records in SmartCAD. Delete options include communications logs, subject records, notes, medical instructions, address book records, etc. If this box is not checked, **Delete** buttons will not appear in CAD, regardless of permissions in *Employee Master*.

3. Place a check beside **Allow All Users to Save Personal Desktop Settings** to allow users to save any customized settings for their personal desktop.

4. Place a check beside **Disable Notes Editing** to prevent modification of notes that have been added in CAD.

5. Place a check beside **Enable Local/State/NCIC Inquires** to allow authorized users to query state and national criminal information databases from within SmartCAD.

6. Place a check beside **Enable 911 ANI/ALI Feed to Workstations** if the agency, as a whole, will be using the 911 feed. As indicated in the parenthetical note, this option can be turned off for individual workstations.

7. Place a check beside **Enable Updating Vehicle/Vessel Record From Tow Log Record** to allow vehicle or vessel records to be updated from the tow log.

8. Place a check beside **Reject Invalid Primary Geographic Areas** to prevent users from placing units on duty with invalid primary geographic areas. If this option is selected, units can only be put on duty or reassigned to valid zones.

9. Place a check beside **Require Mileage Recording on Transporting Status Change** if the agency is required to record mileage when the status of a unit is changed to Transporting.

10. Select **Enable multi-agency function for 911 calls** to allow the user to select the agency used to generate the incident number when shipping an incident created from a 911 call. When this is not selected, the default agency is used.

11. Select the **Enable Multi-Agency Function for T, B, QT and QB** option to allow the user to select the agency used to generate the incident number when shipping a T, B, QT or QB incident. When no choice is made, the default agency is used. When this is selected additional options become available to determine the CAD incident number that will be assigned:

    - Default agency for the Unit Assigned to the CAD Incident
    - Default agency for the Workstation that created the CAD Incident
    - Prompt agency selection at the time the CAD Incident is created

    Only one can be enabled.

12. Place a check beside **Enable Advanced Fatality Entry** to allow additional subject information to be entered when a fatality has occurred. Place a check beside **Require Fatality Data Entry** to render fatality data mandatory.

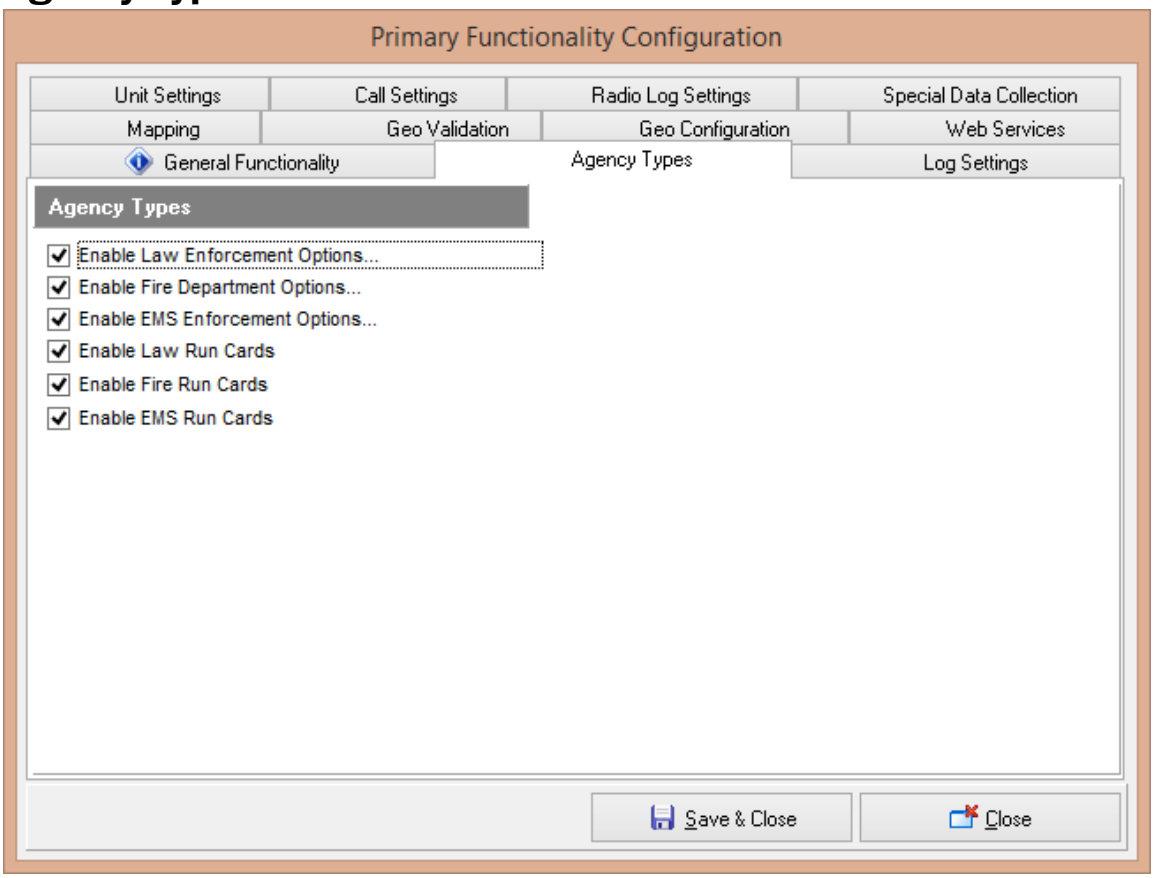
13. Place a check beside **Enable Inter-Cad Messaging** to allow general messages to be posted within CAD (i.e. road closures, news updates, news alerts, etc.). These messages can be designated for specific zones during entry.

14. Place a check beside **Enable UCR Codes** if the agency will track UCR codes associated with disposition codes for each incident.

15. Enter the amount of time (in seconds) for the grid refresh offset. Entering a value in this field controls the movement of the notes list cursor on a refresh. For example, if the Grid Refresh Offset is set to 50 seconds, the notes list is refreshed every 50 seconds, and the cursor will move to the most recent note entered on the call.

16. Click **Save & Close** to save changes and return to the main CAD Configuration window. Click **Close** to return to the main CAD Configuration window without saving any changes.

Agency Types



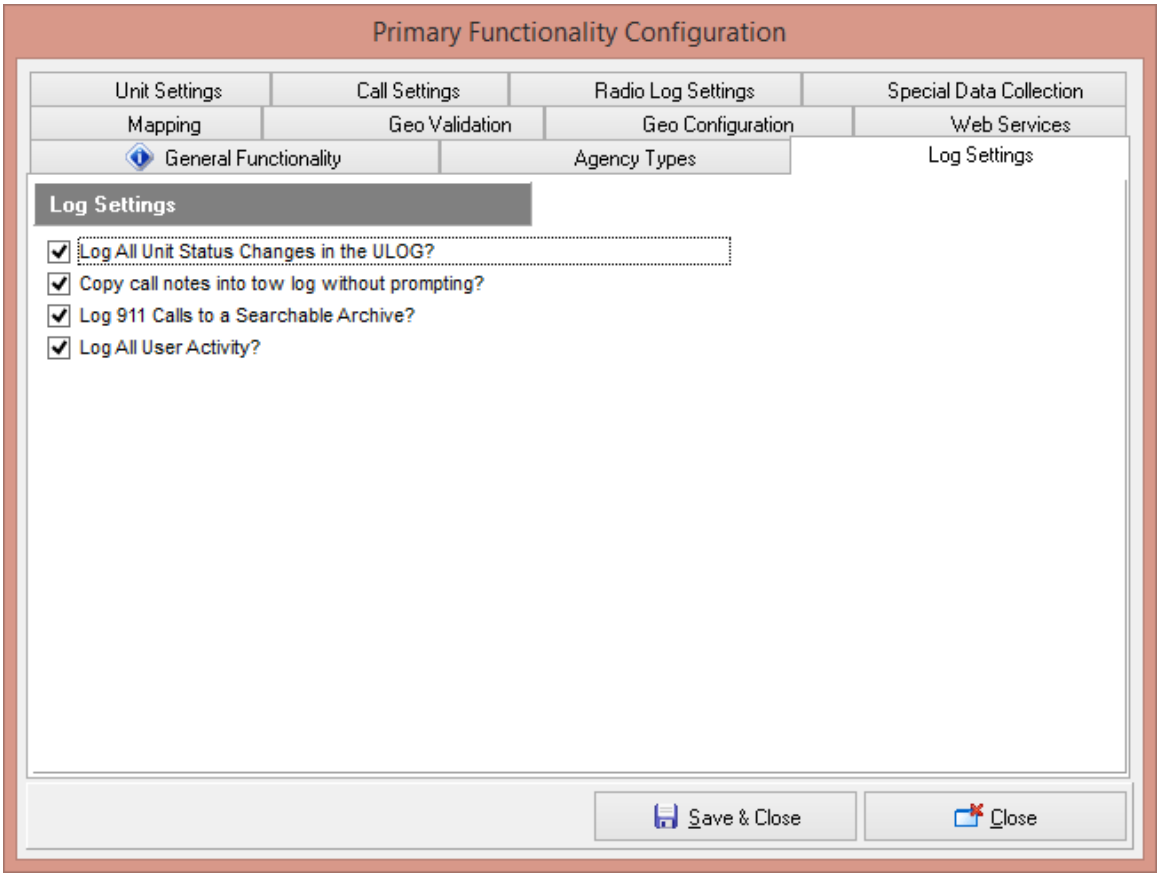
1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Agency Types** tab.

2. Place a check beside each **Options…** setting to enable the corresponding sub GEO areas and complaint types related to those options. For example, if the agency is a police department that also dispatches fire calls, both the police and fire options should be enabled.

3. Place check beside each **…Run Cards** setting, if the agency uses law enforcement, fire, and/or emergency medical services run cards. The corresponding **Options** selection should also be checked. For example, if the agency uses both law and fire run cards, law enforcement and fire options should also be enabled.

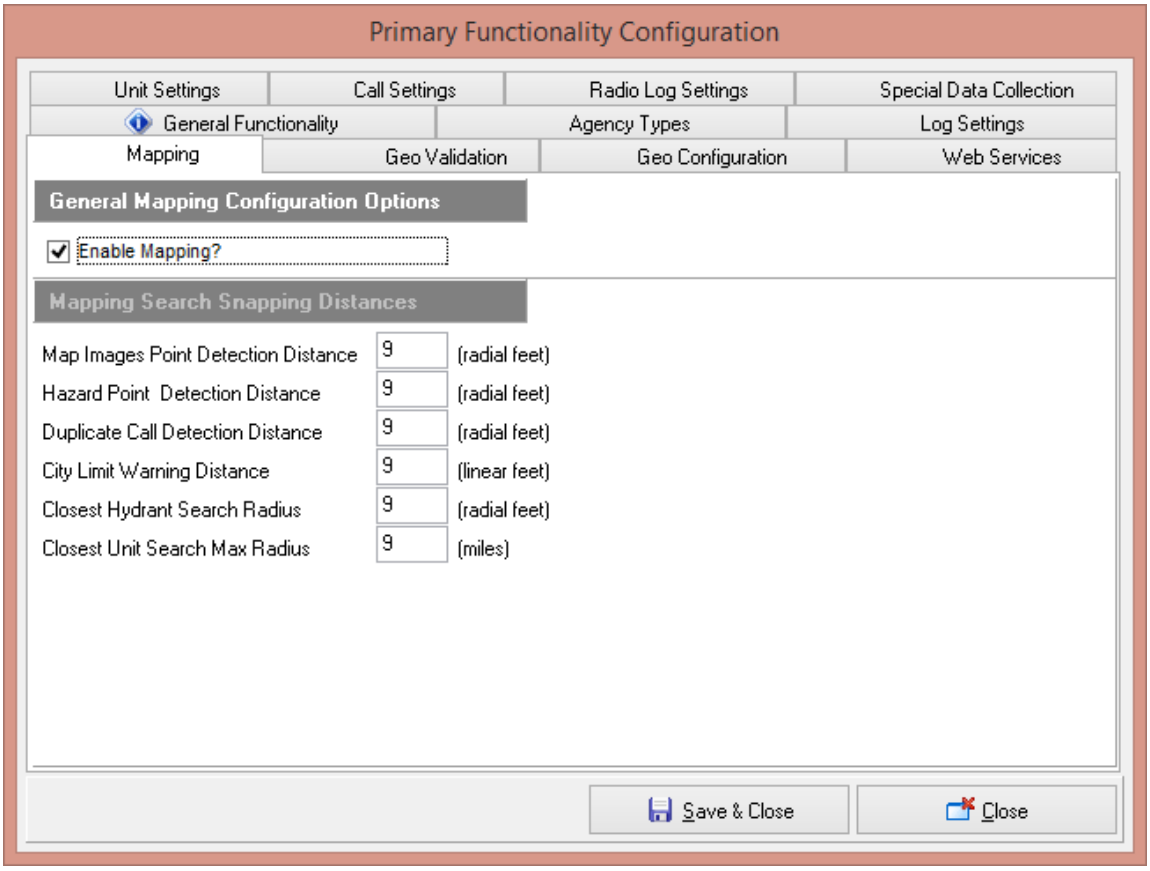
4. Click **Save & Close** to save changes and return to the main CAD Configuration window. Click **Close** to return to the main CAD Configuration window without saving any changes.

Log Settings



1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Log Settings** tab.
2. Place a check beside **Log All Unit Status Changes in the ULOG** if the agency requires all unit status changes to be recorded.
3. Place a check beside **Copy call notes into tow log without prompting** to allow system to automatically copy call notes onto a tow log record. If this is not enabled, the user will be prompted to copy the call notes.
4. Place a check beside **Log 911 Calls to Searchable Archive** to place all 911 calls received into the archive, allowing searches can be run at a later time.
5. Select **Log All User Activity** to record every transaction users make. Actions are recorded in SmartCAD's ULOG.
6. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Mapping



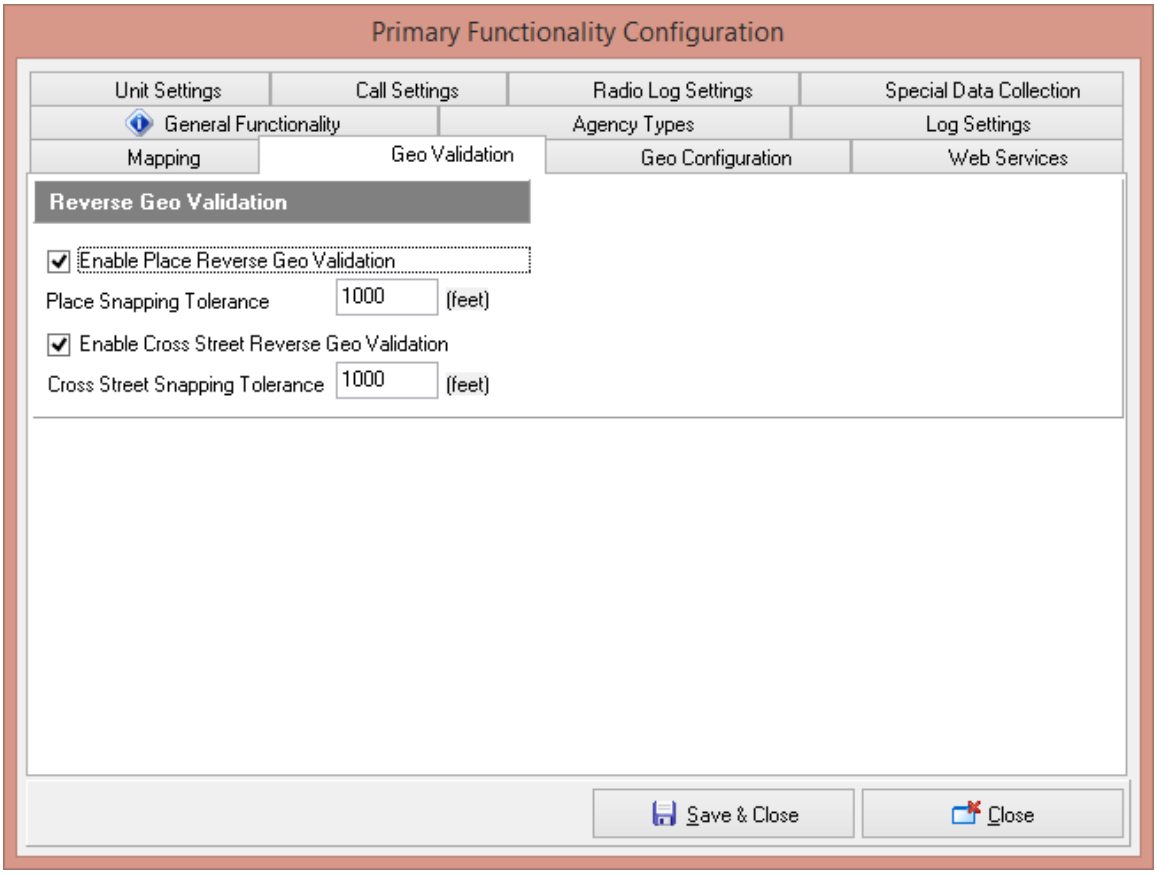
1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Mapping** tab.

2. Place a check beside **Enable Mapping** if the agency uses mapping in *SmartCAD*. Mapping can be disabled in individual workstations. If this is not marked, mapping is not available.

3. Mapping search snapping distances must be configured for proper display of incidents on the map. Enter the distance of the search radius in feet for each field except the **Closest Unit Search Max Radius** which is entered in miles. The map will display any map images, hazards, duplicate calls, city limit warnings, hydrants, and closest units that are within the configured distance.

4. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Geo Validation



1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Geo Validation** tab.

2. If desired, place a check beside **Enable Place Reverse Geo Validation** to activate reverse geo validation. If latitude and longitude coordinates are entered on a call and place reverse geo validation is enabled, the nearest address within the specified distance to the coordinates will be populated as the location of a call.

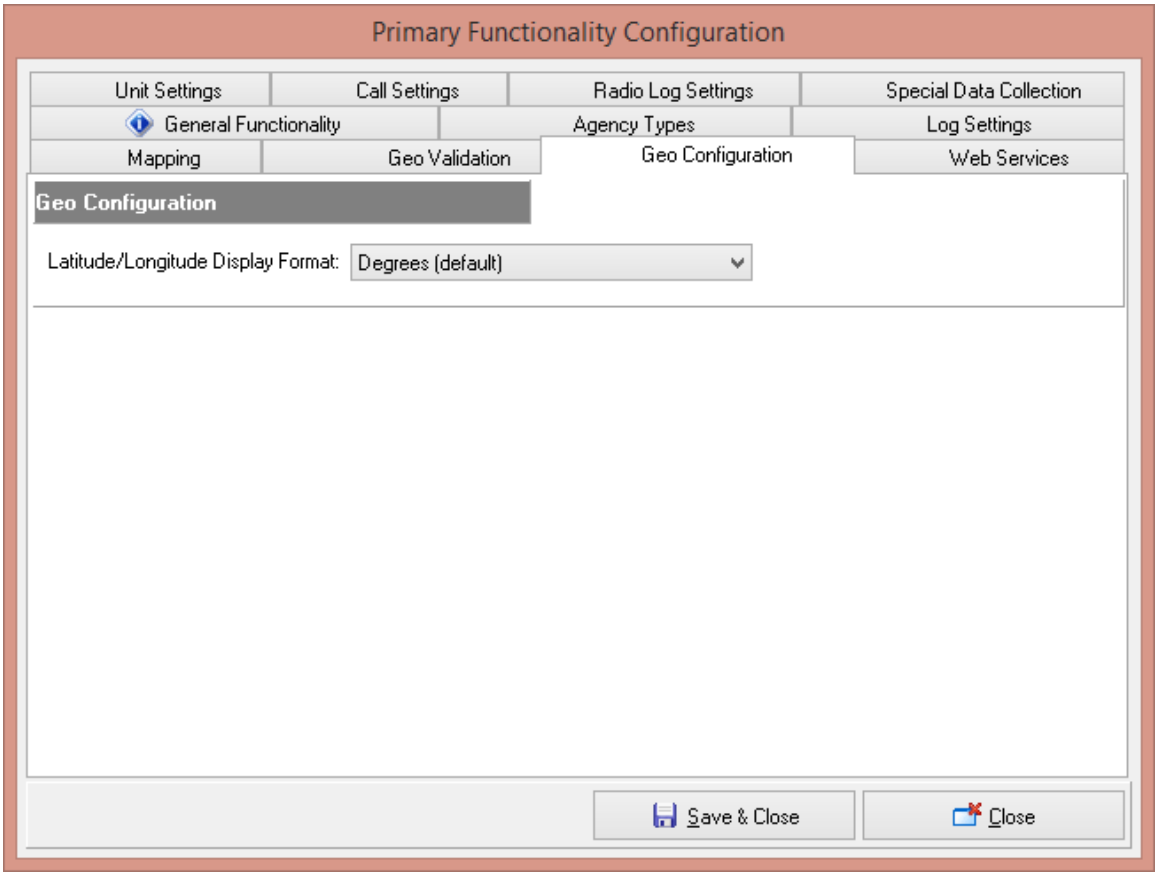
   Enter the distance (in feet) for **Place Snapping Tolerance**.

3. If desired, place a check beside **Enable Cross Street Reverse Geo Validation**. If latitude and longitude coordinates are entered on a call and an exact address cannot be found for the coordinates, the nearest cross street within the specified distance will be used as the location of the call.

   Enter the distance (in feet) for **Cross Street Snapping Tolerance**.

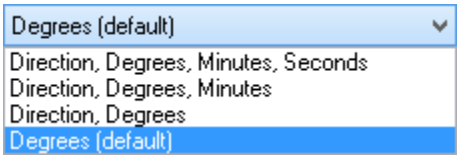
4. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Geo Configuration



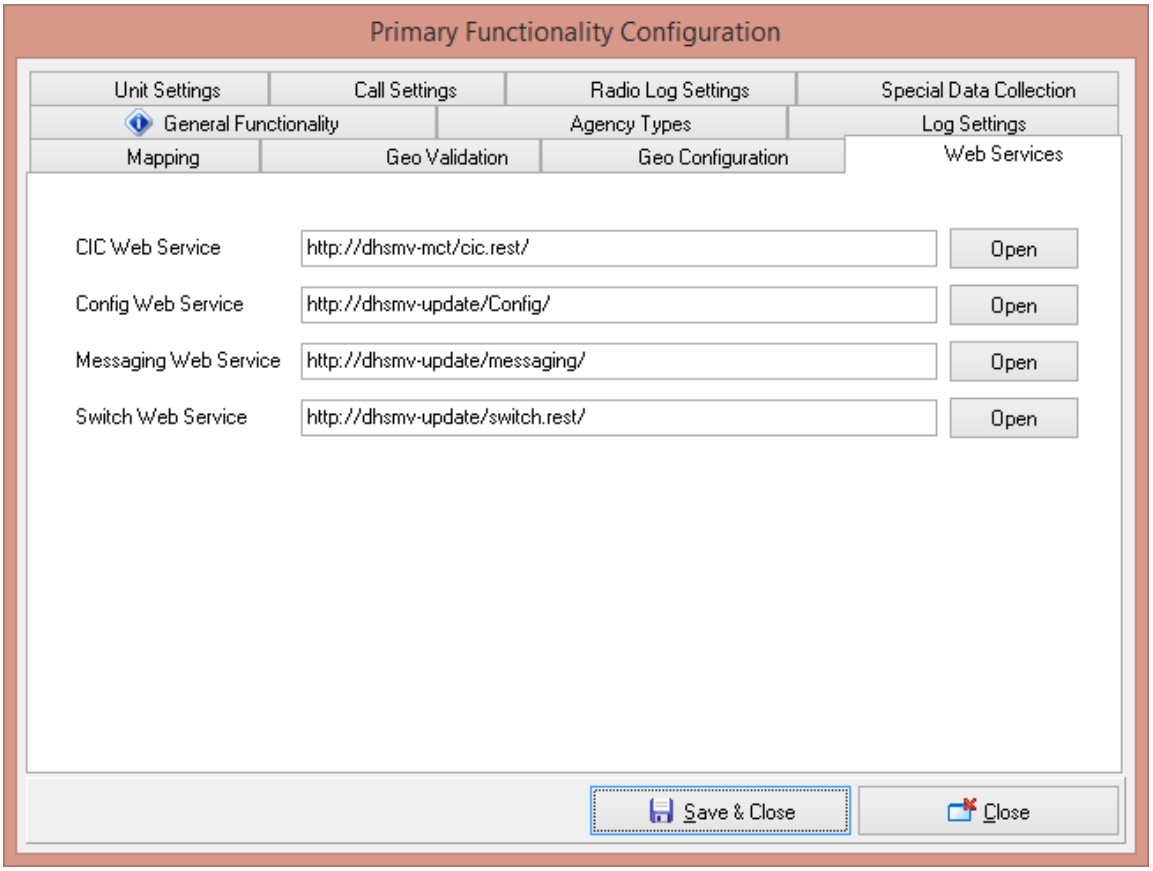
1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Geo Configuration** tab.

2. Select the display format for latitude and longitude coordinates.



3. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Web Services

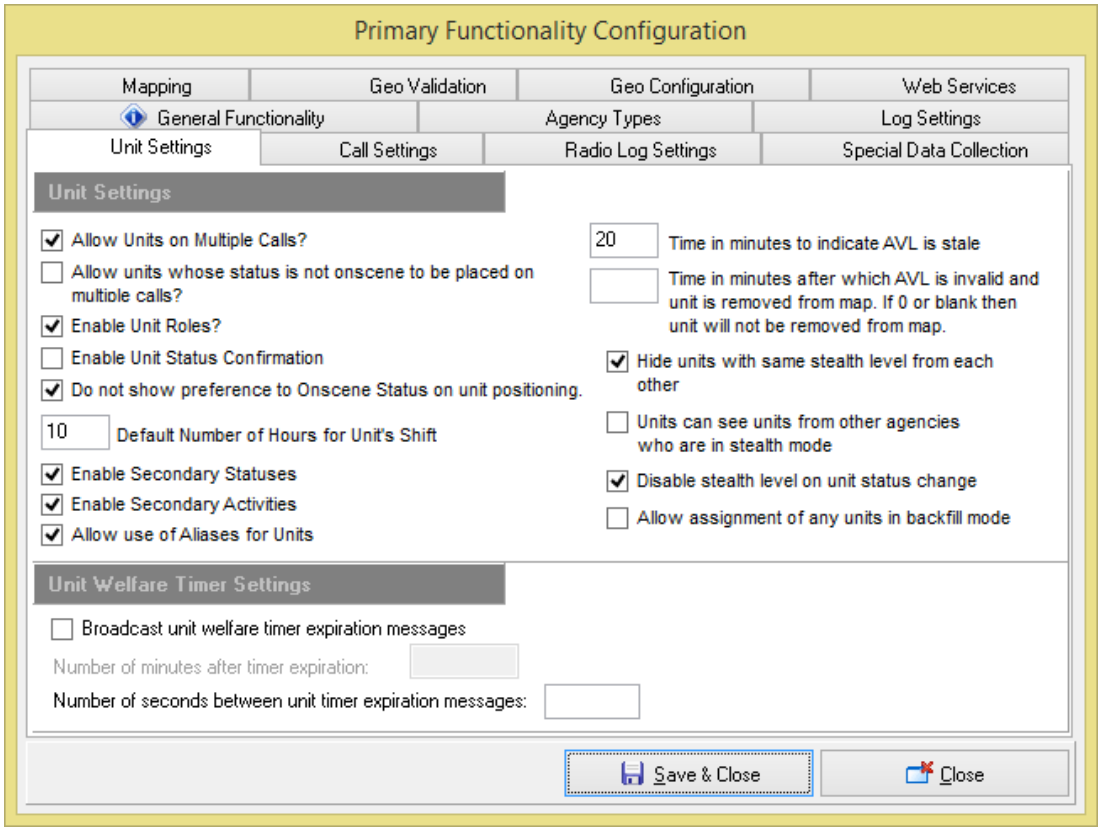


This tab is used to configure the location of *SmartCAD*'s web services.

1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Web Services** tab.
2. The **CIC Web Service** must be configured for CIC queries to be initiated from *SmartCAD*.
3. The **Config Web Service** must be configured to allow saving of custom configurations.
4. The **Messaging Web Service** must be enabled for CAD messaging to function.
5. The **Switch Web Service** must be enabled for MCT integration.
6. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

After initial configuration, these settings should not be changed without contacting CTS.

Unit Settings


Primary Functionality Configuration
Mapping
Geo Validation
Geo Configuration
Web Services
General Functionality
Agency Types
Log Settings
Unit Settings
Call Settings
Radio Log Settings
Special Data Collection
Unit Settings
Allow Units on Multiple Calls?
Allow units whose status is not onscene to be placed on multiple calls?
Enable Unit Roles?
Enable Unit Status Confirmation
Do not show preference to Onscene Status on unit positioning.
10
Default Number of Hours for Unit's Shift
Enable Secondary Statuses
Enable Secondary Activities
Allow use of Aliases for Units
20
Time in minutes to indicate AVL is stale
Time in minutes after which AVL is invalid and unit is removed from map. If 0 or blank then unit will not be removed from map.
Hide units with same stealth level from each other
Units can see units from other agencies who are in stealth mode
Disable stealth level on unit status change
Allow assignment of any units in backfill mode
Unit Welfare Timer Settings
Broadcast unit welfare timer expiration messages
Number of minutes after timer expiration:
Number of seconds between unit timer expiration messages:
Save & Close
Close

1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Unit Settings** tab.

2. The first two options on the **Unit Settings** tab relate to units on multiple calls.

    a. Place a check beside **Allow Units on Multiple Calls** to enable this ability in *SmartCAD*.

    b. If the ability to assign a unit to multiple calls regardless of unit status is needed, place a check beside **Allow units whose status is not on scene…**.

3. Place a check beside **Enable Unit Roles** if unit roles have been defined in *Employee Master*. When this option is selected and a unit is put on duty, the dispatcher is shown the current default role for the unit.

4. Place a check beside **Enable Unit Status Confirmation** to require the dispatcher/call taker to confirm the action taken when dragging units onto a call. Leave the check box blank if the user is not required to confirm the action.

5. Place a check beside **Do Not Show Preference to Onscene Status on Unit Positioning** if the first unit on-scene should not automatically be set as the primary unit. Leave this check box empty to have the first unit on-scene be the primary unit.

6. Enter a value in **Default Number of Hours for Unit's Shift**. The value entered here determines the unit's end shift time and appears when putting a unit on duty.
7. Place a check beside **Enable Secondary Statuses** to allow assignment of secondary statuses to units.
8. Place a check beside **Enable Secondary Activities** to allow assignment of secondary activities to units in conjunction with Secondary Statuses.
9. Place a check beside **Allow use of Aliases for Units** to allow assignment of a temporary alias to a unit for the duration of the tour of duty.
10. Most of the fields appearing on the right side of the screen relate to Stealth AVL Mode.
    a. Enter the **Time in minutes to indicate AVL is stale**. When age a unit's last known AVL data has reached this threshold, the unit will be marked in the Unit Pane and on the map as stale.
    b. Enter the **time in minutes after which AVL is invalid and unit is removed from the map**. As indicated, leaving this blank or setting it to `0` will not remove these unit from the map.
    c. Place a check beside **Hide units with same stealth level from each other** to prevent users with the same stealth setting in *Employee Master* from seeing each other on the map. When enabled, only those with a higher stealth setting can see users employing Stealth AVL Mode.
    d. Place a check beside **Units can see units from other agencies who are in stealth mode** if:
        1) Multiple agencies are dispatched from a single dispatch center, and
        2) Units with the same stealth level or higher should see units from a different agency utilizing AVL Stealth Mode.

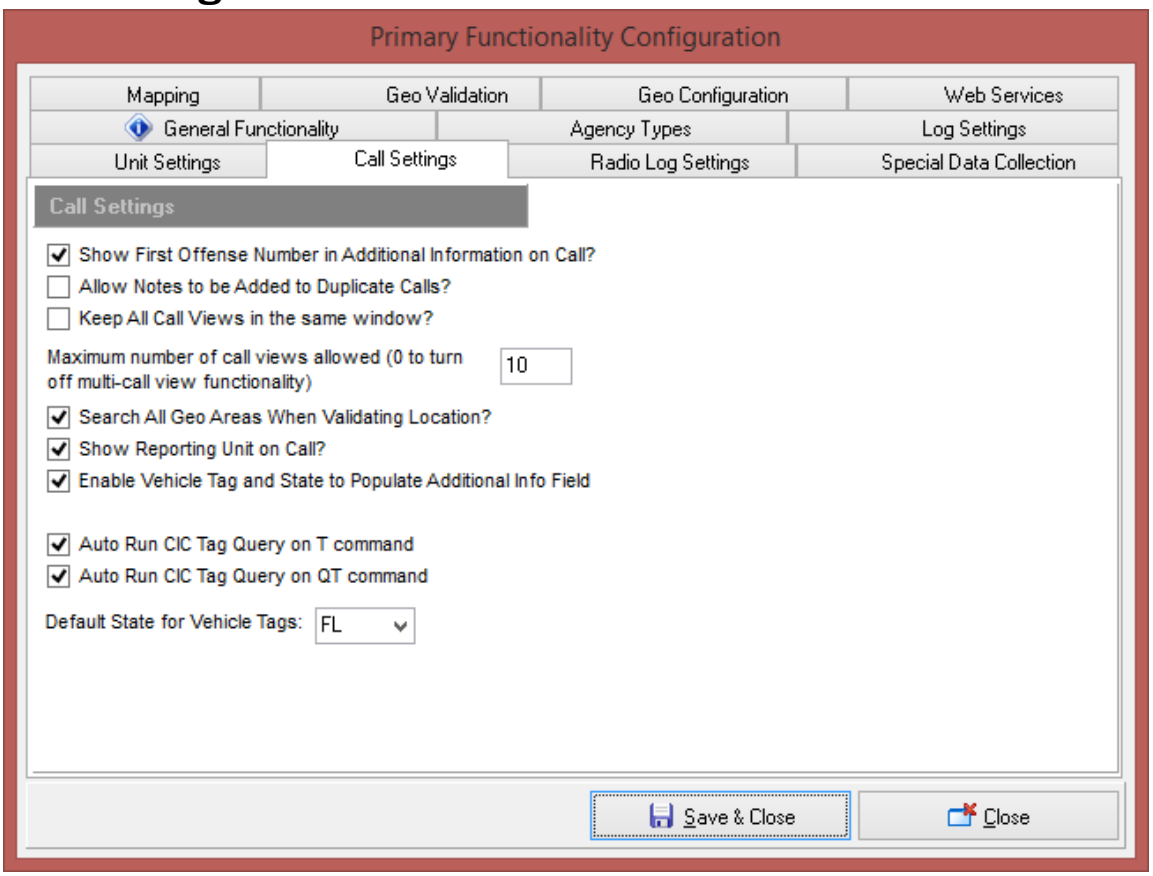
        This will also take the setting for **Hide units with same stealth level…** into account when determining the units that can be seen.
11. Place a check beside **Allow assignment of any units in backfill mode** to allow dispatchers to assign units to incidents created in backfill mode regardless of the unit's current status.
12. Place a check **Broadcast Unit Welfare Timer Expiration Messages** to send a message to all *SmartCAD* users when a welfare check timer has expired. If this option is selected:
    a. Enter the **Number of minutes after timer expiration** that the broadcast message should be displayed.

b. Enter the **Number of seconds allowed between unit timer expiration messages**. When the unit's timer expires, a message will appear. Once the message is acknowledged, by clicking **OK**, *SmartCAD* will wait the configured time before re-broadcasting the message. If the timer is not reset during that time, the message will appear again.

Leave this field blank if unit expiration broadcast messages are not desired.

13. Click **Save & Close** to save changes and return to the main CAD Configuration window. Click **Close** to return to the main CAD Configuration window without saving any changes.

Call Settings


Primary Functionality Configuration
Mapping
Geo Validation
Geo Configuration
Web Services
General Functionality
Agency Types
Log Settings
Unit Settings
Call Settings
Radio Log Settings
Special Data Collection
Call Settings
Show First Offense Number in Additional Information on Call?
Allow Notes to be Added to Duplicate Calls?
Keep All Call Views in the same window?
Maximum number of call views allowed (0 to turn off multi-call view functionality)
10
Search All Geo Areas When Validating Location?
Show Reporting Unit on Call?
Enable Vehicle Tag and State to Populate Additional Info Field
Auto Run CIC Tag Query on T command
Auto Run CIC Tag Query on QT command
Default State for Vehicle Tags:
FL
Save & Close
Close

1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Call Settings** tab.

2. Place a check beside **Show First Offense Number in Additional Information** to configure the system to automatically place the first offense number assigned to an incident in the **Additional Information** field on the incident record in *SmartCAD*. If enabled, the offense number will override any other data that could potentially appear in the **Additional Information** field. If this is disabled, the **Additional Information** field will not automatically include the offense number.

3. Place a check beside **Allow Notes to be Added to Duplicate Calls** to have dispatchers prompted to copy call notes when duplicating a CAD incident. If disabled, notes will not copy over during duplication.

4. Place a check beside **Keep all Call Views in the Same Window** to view open calls in the same window. The information is refreshed as the user chooses which incident to display.

   If multiple call view function is enabled and this is not enabled, a new window is opened for each call.

5. Enter the **Maximum number of call views allowed** to set the maximum number windows that can be open at one time. Enter `0 (zero)` to disable multiple call view functionality.

6. Place a check beside **Search All Geo Areas…** to allow all geographic areas to be searched when validating locations. When disabled, *SmartCAD* will only search the currently monitored GEO area(s).

7. Place a check beside **Show Reporting Unit on Call** to configure the system to record the reporting unit (or first unit on-scene) for each incident.

8. Place a check beside **Enable Vehicle Tag and State to Populate Additional Info Field** to automatically populate the **Additional Information** field with the tag number and state of the first vehicle added to an incident. If this option is disabled, **Additional Information** will not be populated with tag data. If **Show First Offense Number…** is also enabled, it will override this setting in favor of the first offense number assigned to the CAD incident.

9. Place a check beside **Auto Run CIC Tag Query on T Command** to automatically generate a CIC tag query when the `T` command is utilized from the Command line in *SmartCAD*. The dispatcher must be authorized to make CIC queries and the workstation in use must be configured to submit and receive CIC queries in order for this to function properly.

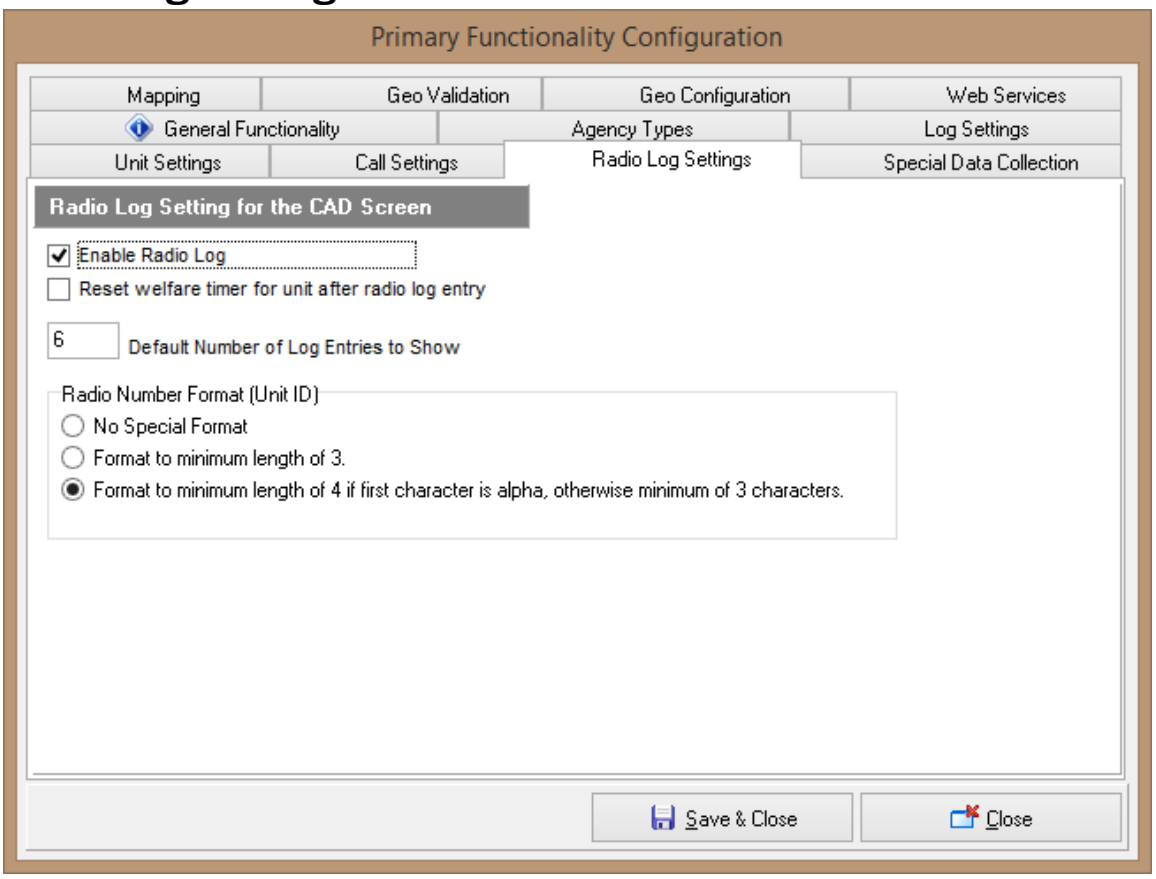
10. Place a check beside **Auto Run CIC Tag Query on QT Command** to automatically generate a CIC tag query when the `QT` command is utilized from the Command line in *SmartCAD*. The dispatcher must be authorized to make CIC queries and the workstation in use must be configured to submit and receive CIC queries in order for this to function properly.

11. Select the **Default State for Vehicle Tags** to be entered in SmartCAD when entering vehicle and vessel tags for traffic stops. If a state is selected, that state is automatically populated on Vehicle records in CAD incidents.

12. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

✓ If both **Show First Offense Number** and **Enable Vehicle Tag and State** are checked, the offense number will take precedence over the vehicle and state information and be placed in the **Additional Information** field of the call record in SmartCAD.

Radio Log Settings



1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Radio Log Settings** tab.

2. Place a check beside **Enable Radio Log** to record information for defined events in CAD. If this remains disabled, no further settings need to be made on this tab.

3. Select **Reset Welfare Timer for Unit after Radio Log Entry** to reset the unit's welfare timer after a radio log entry is made. If this is disabled, the unit's welfare timer will not be reset upon a radio log entry.

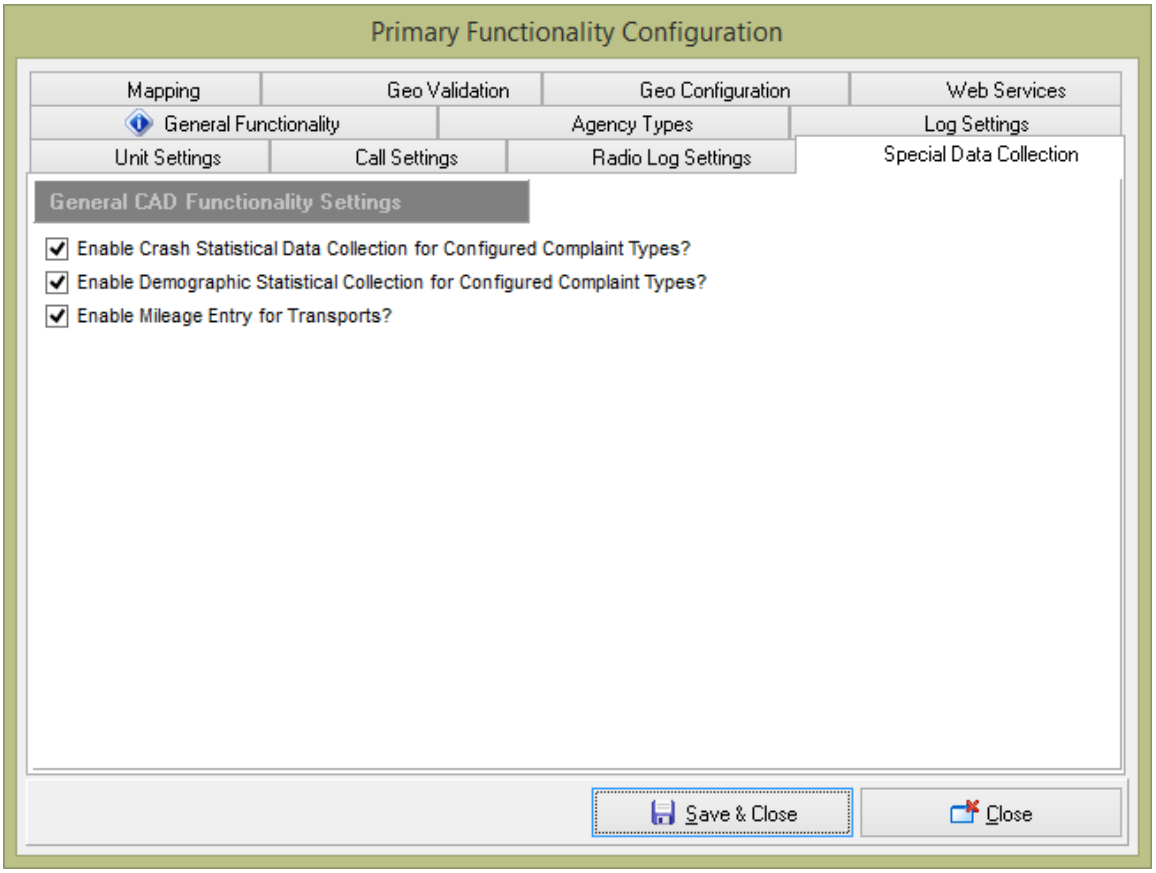
4. Enter the maximum number of log entries to appear at one time in the radio log.

5. Use the radio number format options to indicate the format used by the agency. This will allow dispatching a unit or modification of its status using the command line. For example, the user can enter `D 100` to dispatch unit 100.

- **No Special Format** – If a format is not required to enter unit numbers on the command line, leave this option selected.
- **Format to minimum length of 3** – This option formats a unit number to 3 digits. If less than 3 digits is entered, leading 0s are automatically added. For example, if `1` is entered, the unit number processed will be 001. If `10` is entered, the unit number will be formatted to 010.
- **Format to minimum length of 4 if first character is alpha** – This option formats a unit number with an alpha character to 4 digits. For example, if `A1` is entered, the unit processed will be A001. If a unit number is entered without an alpha character, it will be limited to three characters.

6. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Special Data Collection



1. On the **Master Settings** menu, click **Primary Functionality Configuration**. Once the window comes up, click on the **Special Data Collection** tab.
2. Place a check beside **Enable Crash Statistical Data Collection…** to record statistical data from collision incidents for configured complaint types. When

enabled, users will be prompted to enter additional information upon closure of incidents referencing those complaint types.

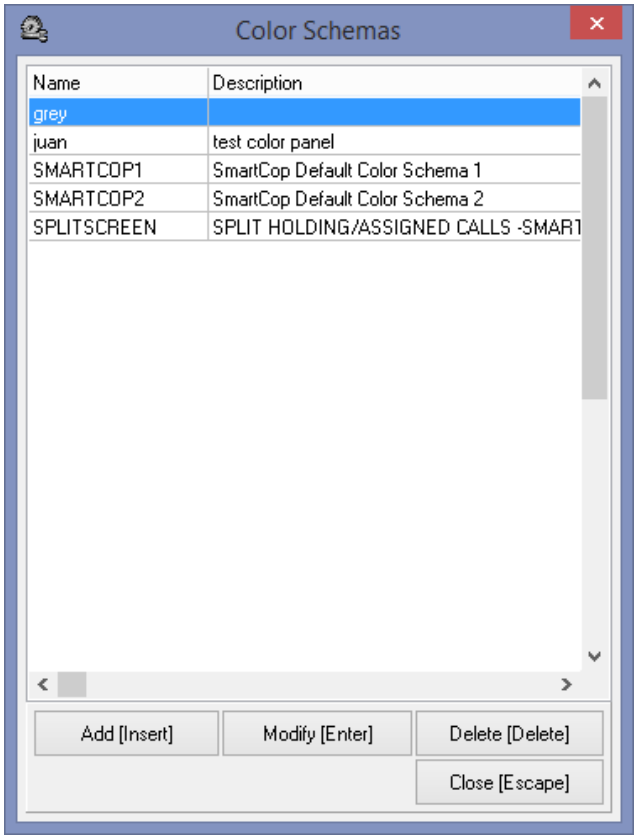
3. Place a check beside **Enable Demographic Statistical Collection…** to record demographic data from incidents for configured complaint types. When enabled, users will be prompted to enter additional information upon closure of incidents referencing those complaint types.

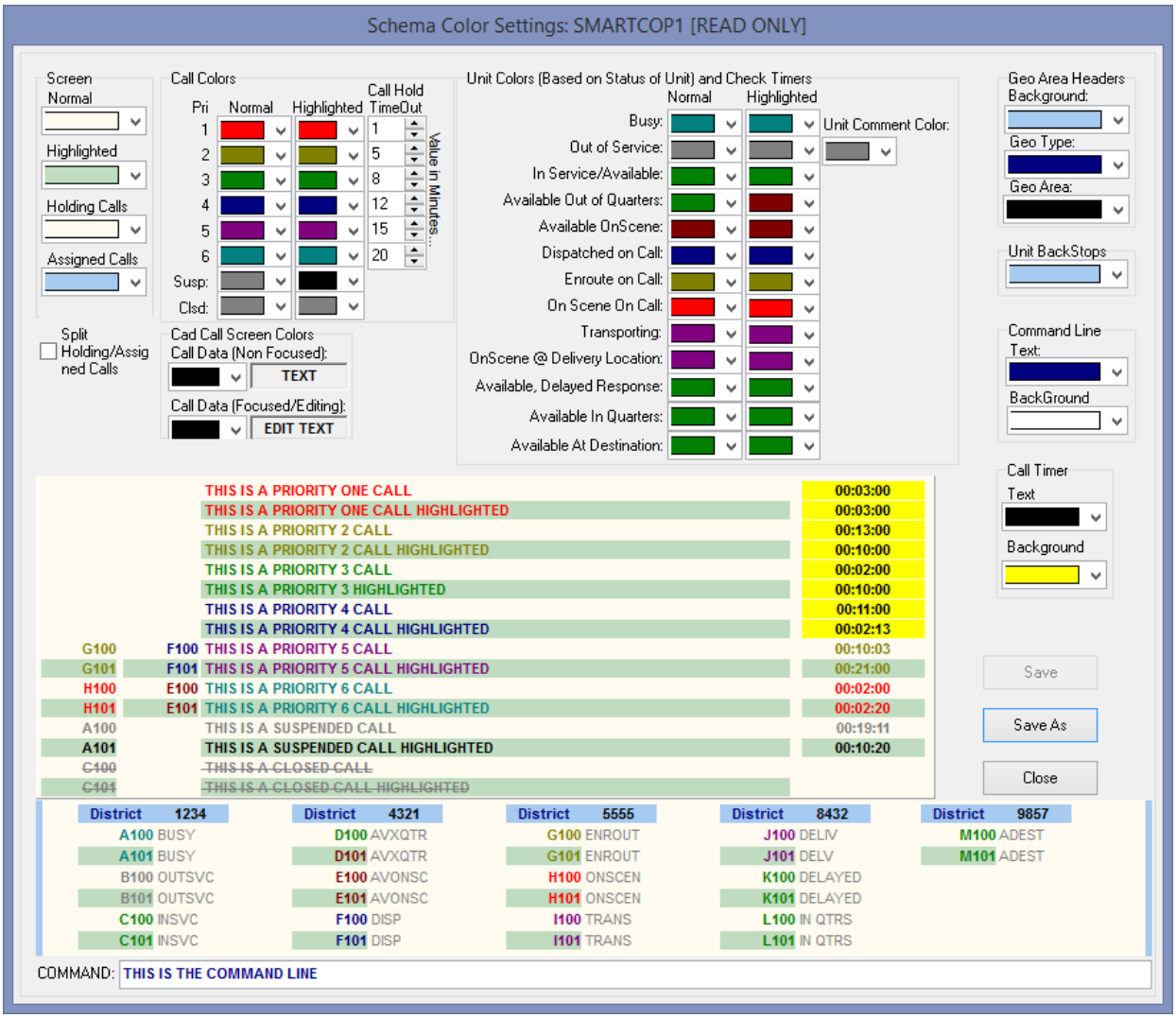
4. Place a check beside **Enable Mileage Entry for Transports** to enter mileage when a unit's status is changed to and from transporting. When enabled, users will be prompted to enter the beginning mileage when starting the transport and, later, prompted to enter the ending mileage at the end of the transport. When disabled, there will be no opportunity to enter the mileage information.

5. Click **Save & Close** to save changes and return to the main CAD Configuration window. Click **Close** to return to the main CAD Configuration window without saving any changes.

Color Configurations

Use this option to assign colors and timer settings to each level of call priority. An unlimited number of color options can be configured, which are selected in SmartCAD. Default color schemas (*SMARTCOP1* and *SMARTCOP2*) are provided and cannot be modified. They can, however, be saved as a different name after desired modifications are complete.





1. On the **Master Settings** menu, click **Color Configurations**.

2. Click **Add** to create a new color scheme from scratch. Type the color scheme name and description and press **[Enter]**. Alternately, a new color scheme can be created by modifying one of the default color schemas and clicking on **Save As**, then entering a name for the new scheme.

3. Select *Screen* color settings for **Normal**, **Highlighted**, **Holding Calls**, and **Assigned Calls** from the drop-downs provided. These selections will be used in CAD as the background and text colors appearing on the screen.

4. Place a check beside **Split Holding/Assigned Calls** to visually delineate holding and assigned CAD incidents using the colors chosen for **Holding Calls** and **Assigned Calls**.

5. In the *Call Colors* section, there are six levels of call priority, a suspend status, and a closed status. The default colors for each type of call are displayed. A call will appear in the

Normal color when not selected and the **Highlighted** color when selected. Use the drop-down lists to change the color for each level of call priority as needed.

6. The **Call Hold TimeOut** setting determines how quickly a unit should be assigned to a call. When this timer has expired, the Timer appears in a different color. Enter the **Value in minutes** for each of the priorities shown. The number entered designates the amount of time permitted for a call must receive a unit assignment.

   For example, if a Priority 1 call requires a unit assignment within 1 minute of receiving the call, enter `1` in the **Call Hold TimeOut** field for that priority.

7. Use the *CAD Call Screen Colors* section to set the colors for **Call Data (Non Focused)** and **Call Data (Focused/Editing)**.

8. Use the *Unit Colors and Check Timers* section to set colors for each of the unit statuses. The unit's number will appear in the **Normal** color if it is not selected and the **Higlighted** color when selected. The following unit statuses can be configured.

   a. Busy/Not Available

   b. Out of Service

   c. In Service/Available

   d. Available Out of Quarters

   e. Available On scene

   f. Dispatched on Call

   g. En route on Call

   h. On scene on Call

   i. Transporting

   j. On scene at Delivery Location

   k. Available, Delayed Response

   l. Available in Quarters

   m. Available at Destination

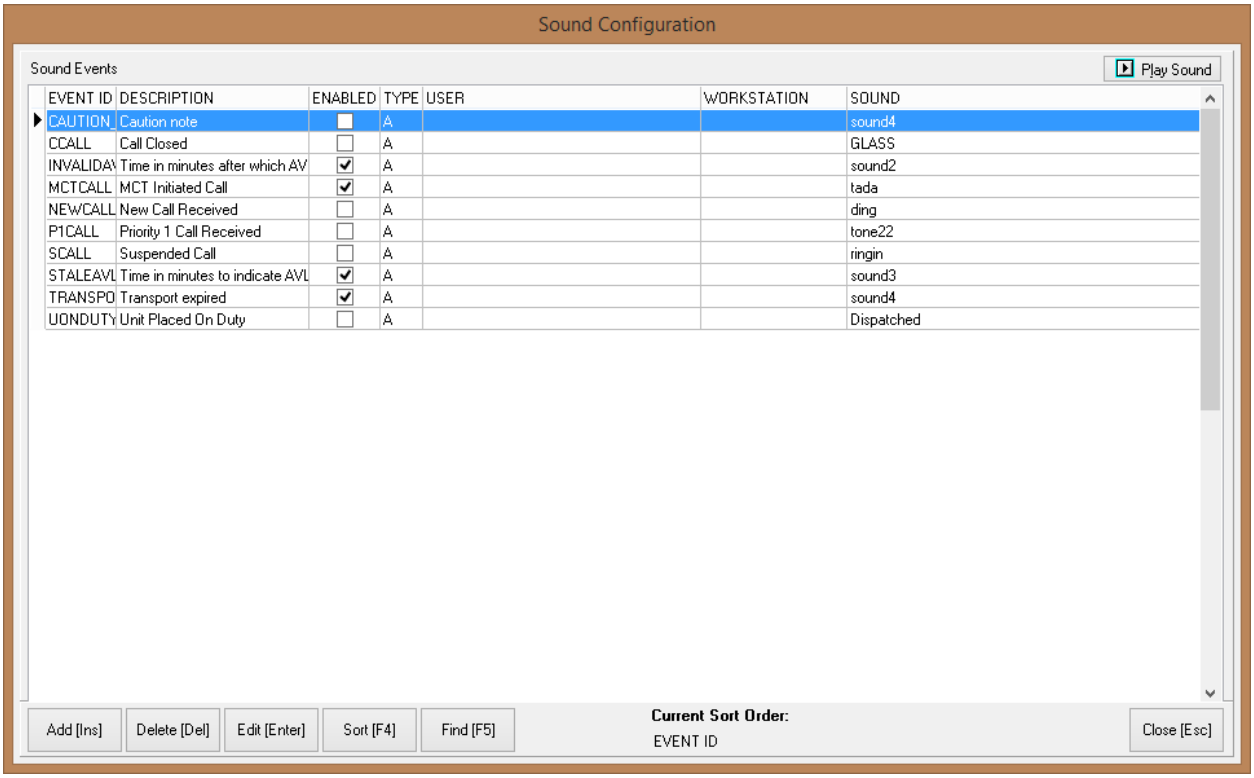
   Unit Comment Color is a brief field for information about a unit (K9, AIR, MARINE). Select the desired color from the drop-down provided.

9. The color settings for *GEO Area Headers* apply to the headings in the Units pane of SmartCAD. Options to be set include the **Background**, **Geo Type** (District, Zone, etc.) and **Geo Area** (the name of each District, Zone, etc.). These can be modified, as needed.

10. The *Unit BackStops* setting is used to visually indicate the beginning and end of the unit listing when it scrolling through data that cannot all fit on the screen at once.
11. The *Command Line* text and background can also be chosen from the drop-down lists.
12. Select *Call Timer* **Text** and **Background** colors from the drop-downs provided. Call Hold timers appear in the colors selected here.
13. Click **Save** to save your settings to the current color scheme or **Save As** to save the color scheme under a different name. When modifying one of the default schemas, the **Save** option is not available.
14. Click **Close** to return to the main *CAD Configuration* window.

✓ To avoid creating a color schema from scratch, open a default color scheme provided by CTS and click **Save As**. Enter the color scheme name and description; press **[Enter]**. Make the necessary modifications to the user-defined configuration. Click **Save** to keep the settings.

Sound Configuration

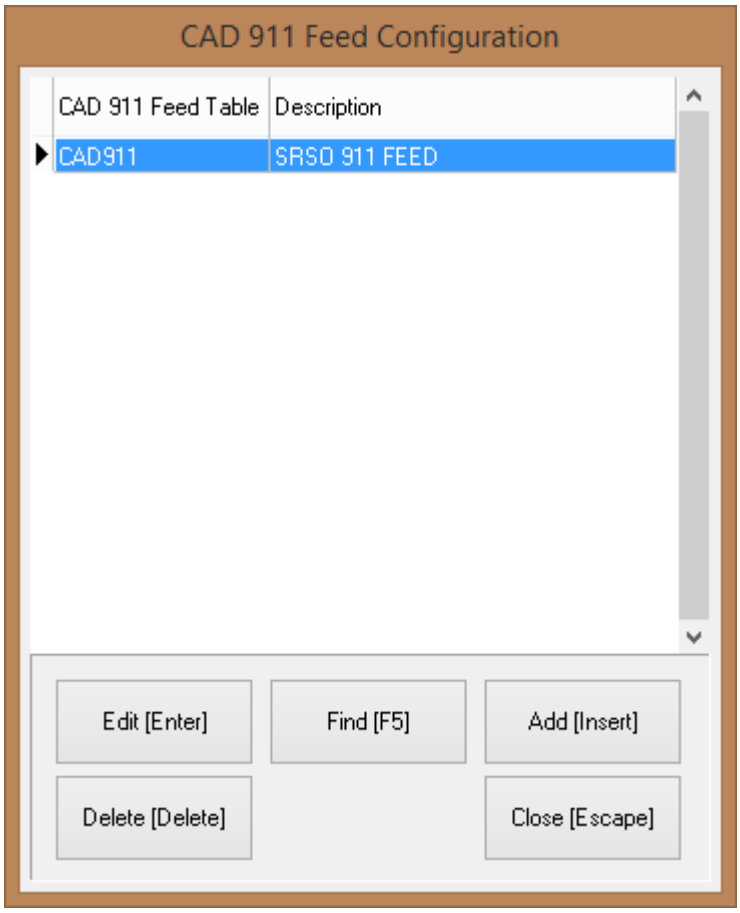


1. On the **Master Settings** menu, click **Sound Configuration**.
2. Click **Add** to configure sounds for each event in *SmartCAD*.

3. Use the drop-down list to select the **CAD Event ID**. For example, to configure a sound each time a message arrives at a workstation, select **Message Alert**.
4. Sound events can be assigned to all users and workstations, or to an individual user or workstation. Select the users or workstations that will receive this sound..
5. Use the ellipsis (**…**) to locate and load the sound file. Browse to the location of the file. Double-click the file to assign it to this event.
6. Enter a brief **Description** to identify this sound.
7. To hear the selected sound file, click **Play Sound**.
8. Place a check beside **Enabled** to activate the sound. If this check box is not marked, the sound is disabled.
9. Click **Close** when finished.

- ✓ Click **Print** on the sound configuration list to print the list of assigned sound events.
- ✓ To edit a sound event, search for and select the event. Click **Edit**. Make the necessary changes, and click **Close** when finished.
- ✓ Press **[F5]** to search for a sounds event, the search is conducted on the current sort order.
- ✓ Press **[F4]** to sort the sound event list. Sort options include, event ID, description, enabled, type, user name, workstation description, and sound description.
- ✓ MCT calls take precedence over priority. For example, if a priority 1 call is created by an MCT user, the MCT sound plays rather than the priority 1 sound.

911 Feed Configuration

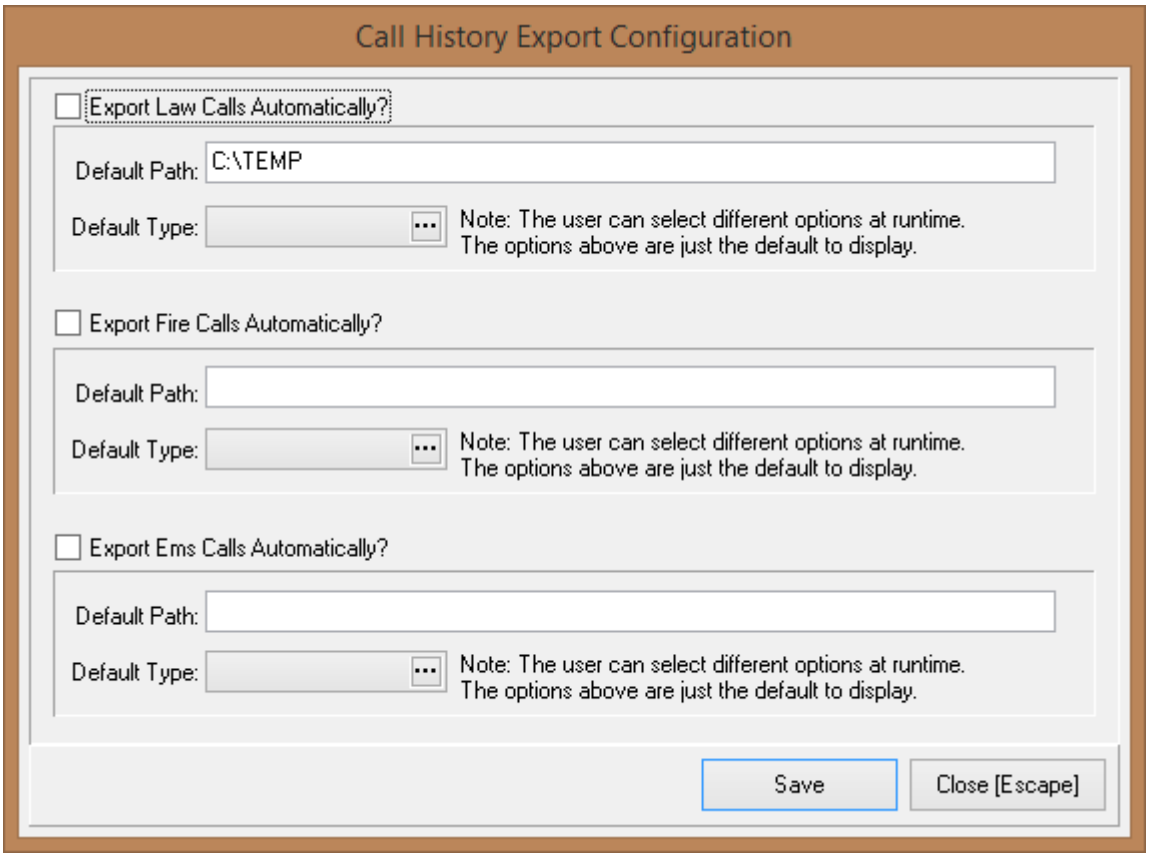


NOTE: **Enable 911 ALI/ANI Feed** must be checked in Primary Functionality for the 911 feed to be accessible.

1. On the **Master Settings** menu, click **911 Feed Configuration**.
2. Click **Add** to list the 911 Feeds the agency will use. At least one table must be set up if the agency has enabled the 911 ALI/ANI Feed.
3. Enter the 911 table name and description.
4. Click **Save** to return to the *CAD 911 Feed Configuration* list.
5. Click **Close** to return to the main *CAD Configuration* window.

✓ See Workstation Configuration to assign a feed to a specific workstation.

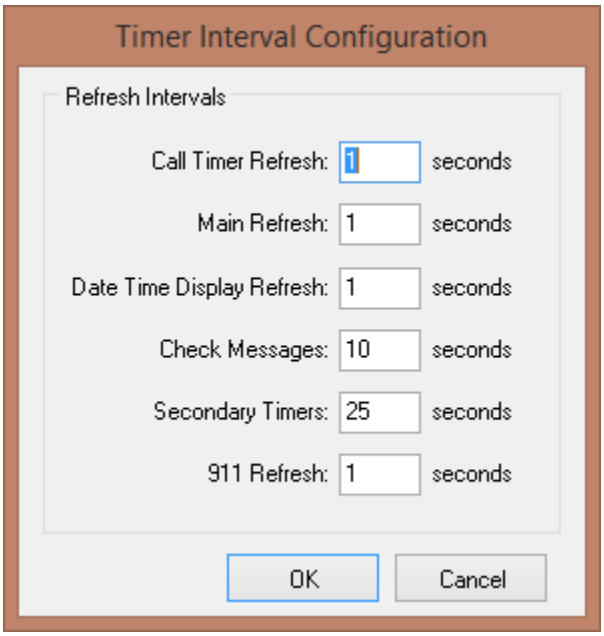
Call History Export Configuration


Call History Export Configuration
Export Law Calls Automatically?
Default Path:
C:\TEMP
Default Type:
Note: The user can select different options at runtime.
The options above are just the default to display.
Export Fire Calls Automatically?
Default Path:
Default Type:
Note: The user can select different options at runtime.
The options above are just the default to display.
Export Ems Calls Automatically?
Default Path:
Default Type:
Note: The user can select different options at runtime.
The options above are just the default to display.
Save
Close [Escape]

Use this option to set the default export format when exporting call history data to another location.

1. On the **Master Settings** menu, click **Call History Export Configuration**.
2. Place a check beside **Export Law Calls Automatically** for all Law incidents to be automatically exported without user intervention.
3. Enter the **Default Path** for the export files. This can be anywhere that is secure, yet available for access by those needing the exported data.
4. Choose the Default type search button appears as an ellipse (…). Use the search field to select the default export format. When you find the correct option is highlighted, double-click it, click **OK** or press **[Enter]** to select that file type. Options include Text (.txt), Firehouse, Firehouse 5, Excel (.xls), or Dbase3 (.dbf) format.
5. Repeat steps 1 through 3 for Fire and EMS, if needed.
6. Click **Save**, then **Close**, when finished to return to the main *CAD Configuration* window.

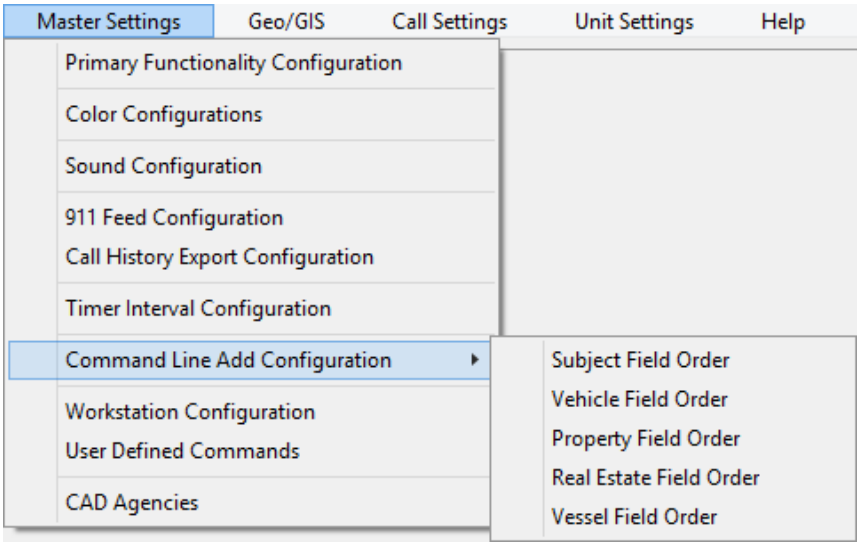
Timer Interval Configuration

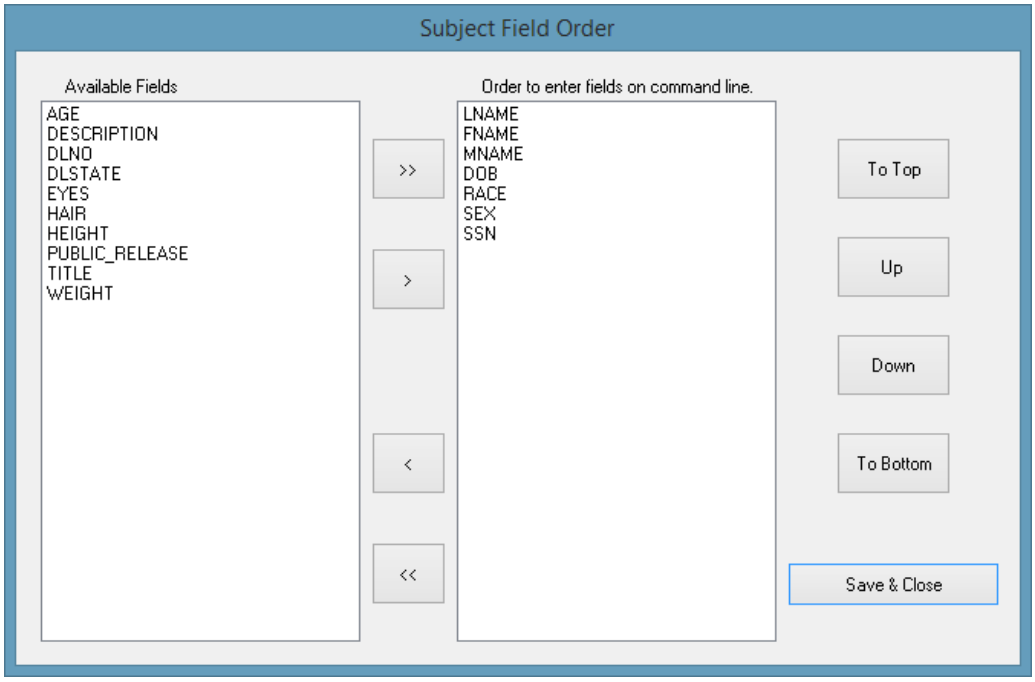


Use this configuration console to set the refresh timers in *SmartCAD*.

1. On the **Master Settings** menu, click **Time Interval Configuration**.
2. Enter the refresh rate for each item in seconds. The values entered in each field become the default refresh rates in *SmartCAD*.
3. Click **OK** to save the record.
4. Click **Cancel** to exit without saving changes.

Command Line Add Configuration





This option allows administrators to change the default order in which fields are entered on the command line in CAD for subject, vehicle, vessel, property, and real estate transactions.

1. On the **Master Settings** menu, click **Time Interval Configuration**, and then click **Subject Field Order**.

2. On the *Subject Field Order* window, highlight an available field from the list on the left and click **[>]**. If all fields are desired for the command line entry, click **[>>]**.

3. When all desired fields appear in the list on the right, use the buttons on the right (**To Top**, **Up**, **Down**, **To Bottom**) to arrange the fields in the desired order.

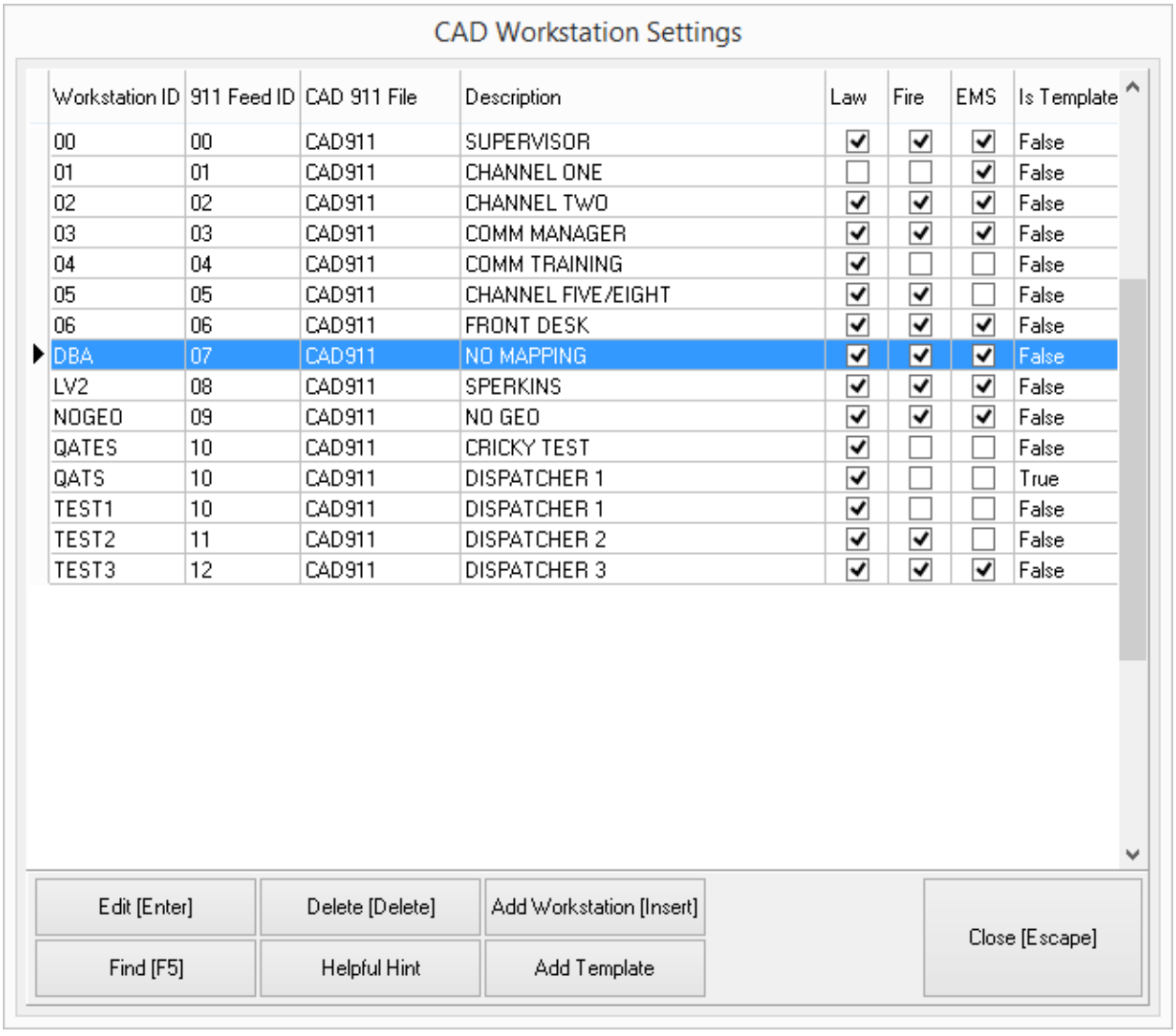
The order from top to bottom will be the order in which the information will need to be entered in the command line from left to right.

4. Click **Save & Close** when finished to return to the main *CAD Configuration* window.
5. Repeat steps 2 through 4 for **Vehicle Field Order**, **Property Field Order**, **Real Estate Field Order**, and **Vessel Field Order**.

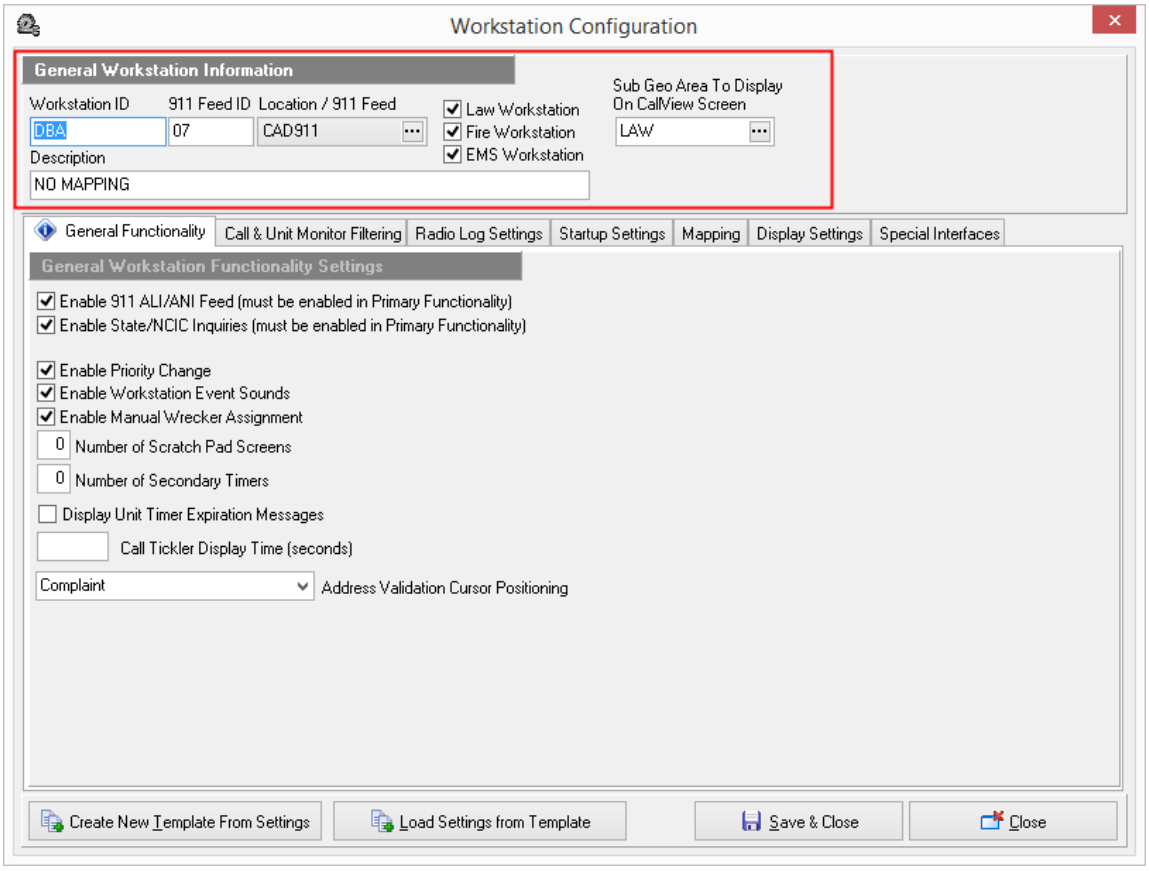
Workstation Configuration

Use this option to assign workstation positions and designate 911 feed information for each workstation. The default dispatch areas for each workstation. When a dispatcher logs in, the selected dispatch areas are displayed. Additionally, workstation settings may be saved as a template and loaded when setting up multiple workstations.

To set up CAD workstations, go to the **Master Settings** menu and then click **Workstation Configuration**.



General Workstation Information

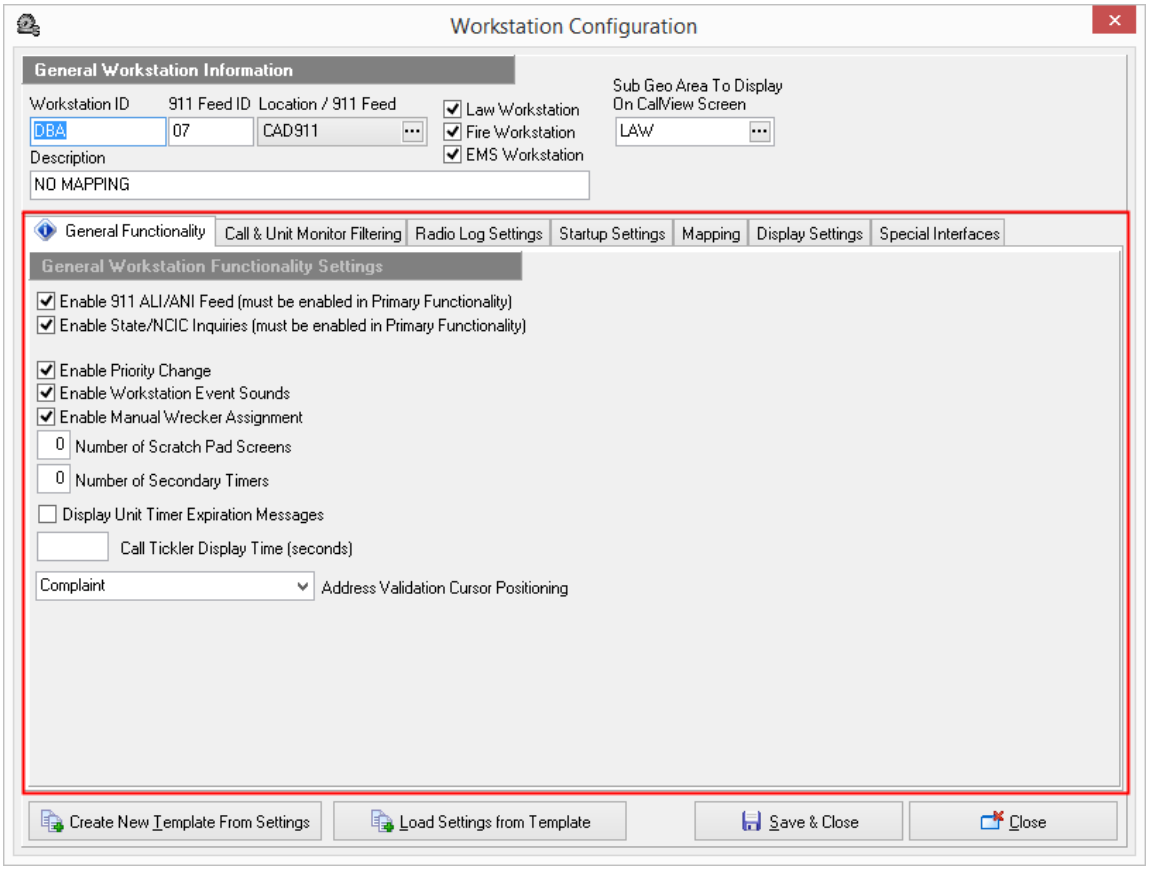


1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Click **Add Workstation** to create a new workstation.
3. Enter the **Workstation ID**. This may be up to 5 characters and should uniquely identify each workstation.
4. Enter the **911 Feed ID**, if applicable. Then using the ellipsis (**…**), select the **Location / 911 Feed** table for this workstation.
5. Enter a **Description** for this workstation. This description appears beside the workstation ID appears when users select a CAD workstation immediately after logging in to *SmartCAD*.
6. All of the **Workstation** types (Law, Fire, EMS) are selected by default. If the workstation should be designated as a specific type (i.e. EMS), clear the check boxes that do not apply.
7. The **Sub Geo Area To Display On CallView Screen** is automatically set to *LAW*. If it needs to be set to *EMS* or *FIRE*, click the ellipsis (**…**) and change it accordingly.

8. Use the tabs (**General Functionality**, **Call & Unit Monitor Filtering**, **Radio Log Settings**, **Startup Settings**, **Mapping**, **Display Settings**, and **Special Interfaces**) to continue setting up the workstation.

9. Click **Save & Close** when finished to save the changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

General Functionality



1. On the **Master Settings** menu, click **Workstation Configuration**.

2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it.

3. The **General Functionality** tab is active by default.

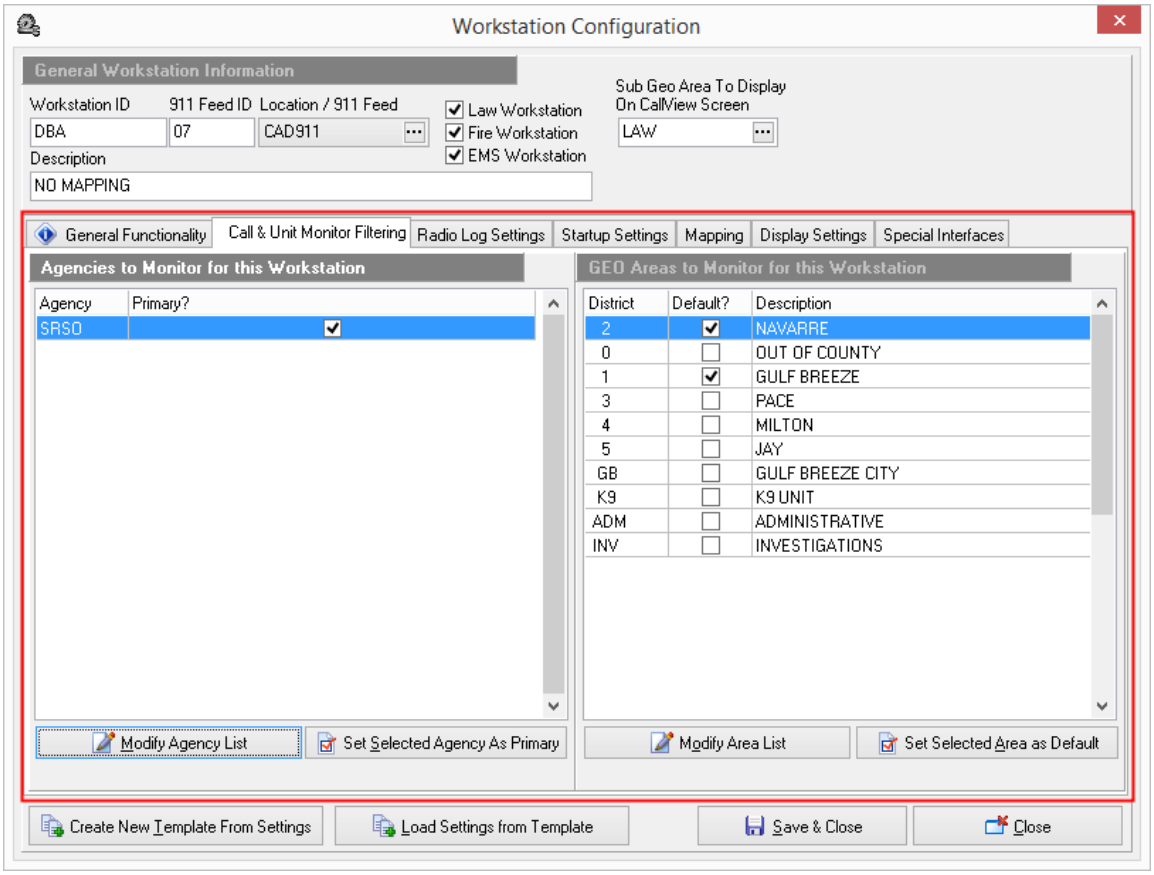
4. Place a check beside **Enable 911 ALI/ANI Feed**, if this workstation will accept a 911 feed. This option must first be enabled for the agency in Primary Functionality Configuration.

5. Place a check beside **Enable Local/State/NCIC Inquiries** if the agency is authorized to send inquiries from CAD workstations and this workstation should

support CIC inquiries. This option must first be enabled for the agency in Primary Functionality Configuration.

6. Place a check beside **Enable Priority Change** if users at this workstation are able to modify the priority of a call.
7. Place a check beside **Enable Workstation Event Sounds**, if this workstation supports event sounds.
8. Place a check beside **Enable Manual Wrecker Assignment**, if this workstation is allowed to manually assign a wrecker to a tow request.
9. Enter the **Number of Scratch Pad Screens** this workstation can store at a time. Scratch pad screens are used for storing screenshots. An unlimited number of screen shots may be stored at a given time. Screenshots are saved in a temporary scratch pad folder for each user's ID and, when the user logs out, the screenshots are deleted.
10. Enter the **Number of Secondary Timers** this workstation can enter at a time.
11. Place a check beside **Display Unit Timer Expiration Messages** if this workstation should display a warning message when a unit's timer expires.
12. Enter the number of seconds the green **Call Tickler Display Time** should appear beside a call record after changes have been made to that call record. If `0` (zero) is entered, the tickler will never appear.
13. Use the **Address Validation Cursor Positioning** drop-down to select the cursor position for address validations. Options available are:
    - Complaint
    - Dispatch Address Line 1
    - Dispatch Address Apt/Lot
    - Occurrence Address Line 1
14. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Call & Unit Monitor Filtering



This tab is used to set the agencies and geographic areas to be monitored on this workstation.

1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it.
3. Click on the **Call & Unit Monitor Filtering** tab.
4. Click **Modify Agency List** to select the agencies to be monitored and dispatched from this workstation. The *Select Agencies* window opens.
    a. Check the agency or agencies that should be monitored.
    b. Scroll to the agency to be monitored and press the **[Spacebar]** to select. Alternately, the check box(es) may be marked using the mouse.
    c. When finished selecting the agencies to monitor, press **[Enter]** or click **Save & Close**. The agencies appear under the heading *Agencies to Monitor for this Workstation*. Press **[Esc]** or press **Cancel** to back out without saving changes.

5. Once the **Agencies to Monitor** list is complete, choose the agency to be the primary agency, and then click on **Set Selected Agency As Primary**. CAD incident and offense report numbers will be generated using the selected agency's abbreviation as a prefix.

6. Click on **Modify Area List** to set the list of geographic areas to be monitored at this workstation.

    a. Highlight an area under *Areas to Select From* and click on the green arrow to add to the *Selected Areas* list.

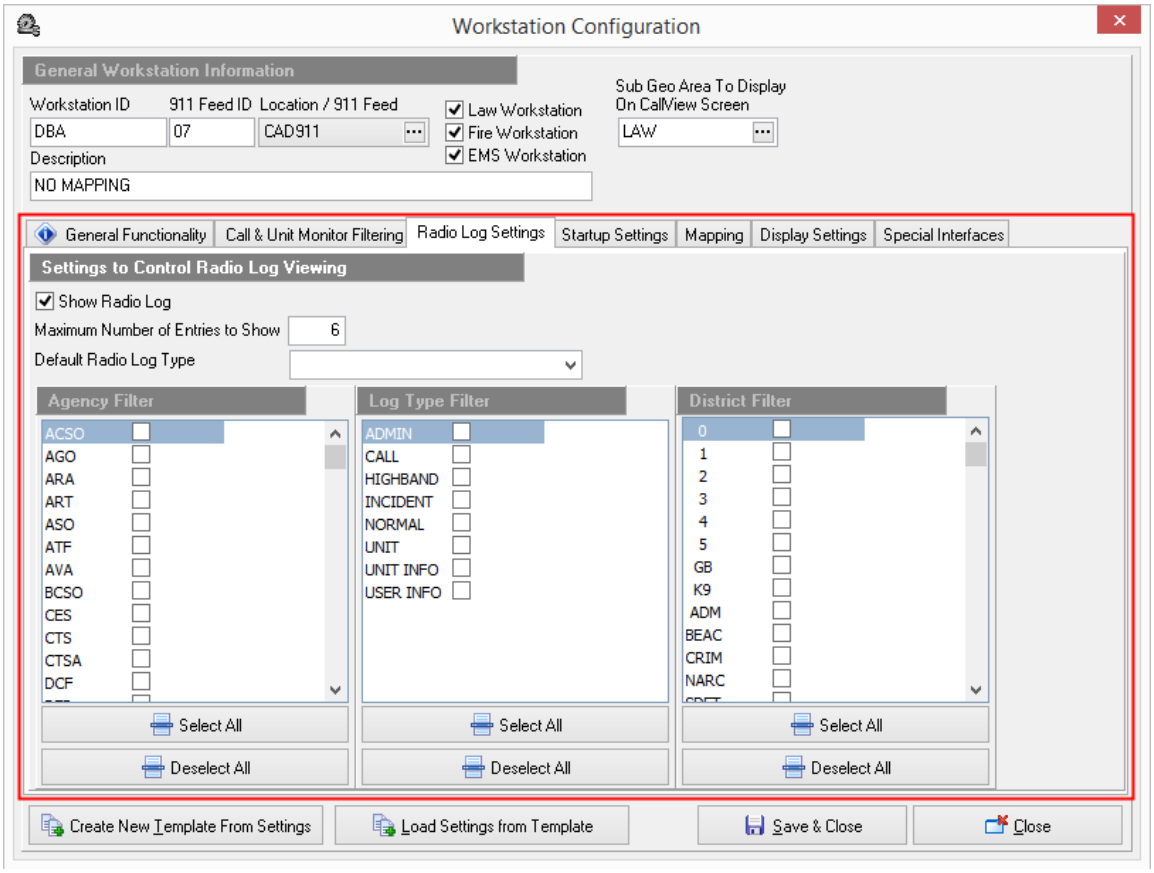
    b. Use the red arrow to remove areas from the *Selected Areas* list.

    c. When finished building the *Selected Areas* list, click **Save & Close**. Click **Cancel** to back out without saving changes.

7. Choose the GEO area(s) for which this workstation will be the default handler by highlighting an area and clicking **Set Selected Area as Default**. Multiple defaults may be chosen.

8. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Radio Log Settings



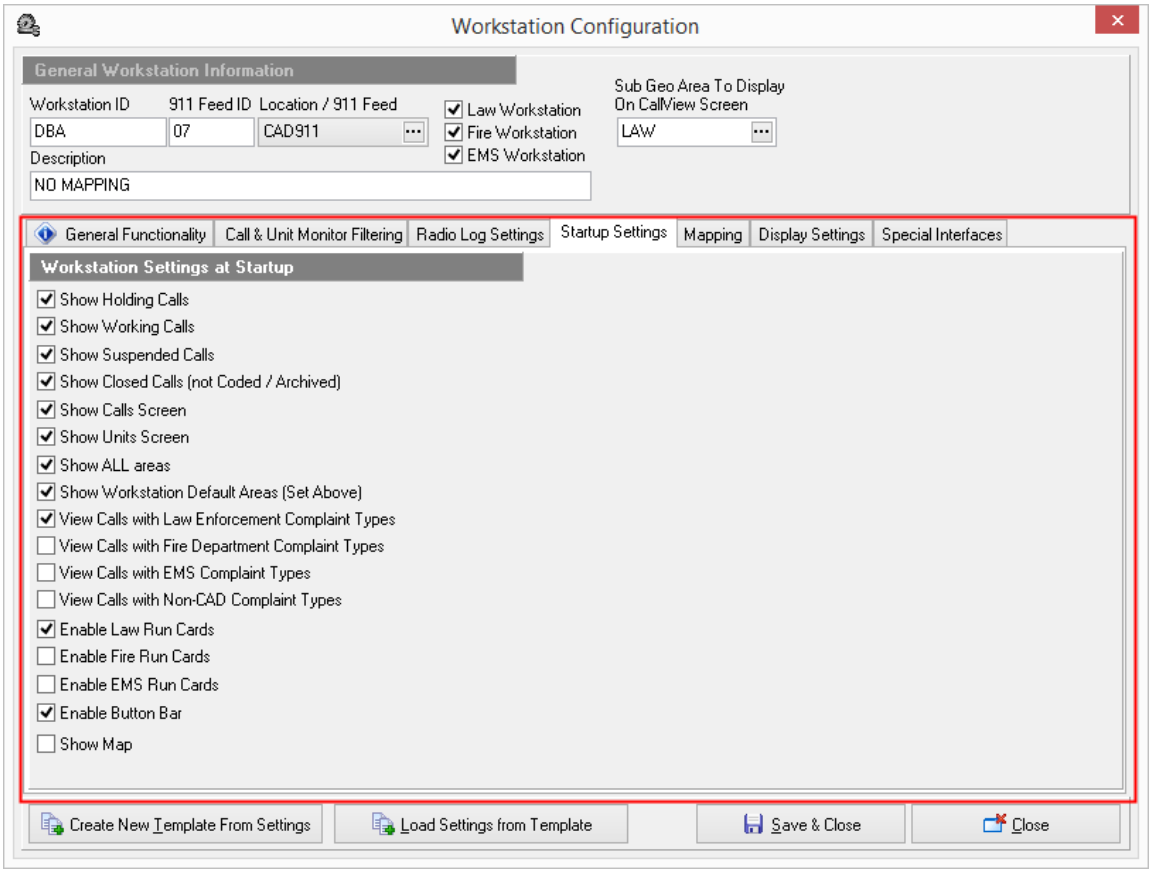
The radio log is a transactional based communication log that displays changed or updated call data in CAD.

1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it.
3. Click on the **Radio Log Settings** tab.
4. Place a check beside **Show Radio Log** to display the radio log on this workstation. If this workstation should not view the radio log, no other configurations are required on this tab.
5. Enter the **Maximum Number of Entries to Show** on this workstation.
6. Select the **Default Radio Log Type** from the drop-down. The default log type is used when a radio log entry (RL) is entered from the command line.
7. The radio log can be filtered by agency, log type, and primary geographic area by selecting the appropriate check box(es). If this workstation should view all agencies, event log types, and/or primary geographic areas, click **Select All** below each panel. Otherwise, select the individual check boxes under each filter type

(Agency, Log Type, and GEO). Click on **Deselect All** to remove the selections for each filter type.

8. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Startup Settings



This tab is used to select default display options for this workstation. If needed, the information displayed on the main CAD window can be changed by the dispatcher from within CAD.

1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it.
3. Click on the **Startup Settings** tab.
4. The first few options relate to the status of calls on the view screen.
    a. To view holding calls at this workstation, place a check beside **Show Holding Calls**.

b. To view working calls at this workstation, place a check beside **Show Working Calls**.

c. To view suspended calls at this workstation, place a check beside **Show Suspended Calls**.

d. To view closed calls at this workstation, place a check beside **Show Closed Calls**.

5. The next few options relate to what data panes will populate by default, and the monitored areas therein.

   a. To view calls by default, place a check beside **Show Calls Screen**.

   b. To view units by default, place a check beside **Show Units Screen**.

   c. To see all areas by default, select **Show ALL Areas**.

   d. To see only Geo Areas selected for the workstation, select **Show Workstation Default Areas**.

6. The main CAD window can display calls for LAW, FIRE, EMS, and non-CAD complaint types. If the workstation should not display all call complaint types, place checks beside only those call types that should be displayed.

   a. To view law enforcement calls at this workstation, select **View Calls with Law Enforcement Complaint Types**.

   b. To view fire calls at this workstation, select **View Calls with Fire Department Complaint Types**.

   c. To view EMS calls at this workstation, select **View Calls with EMS Complaint Types**.

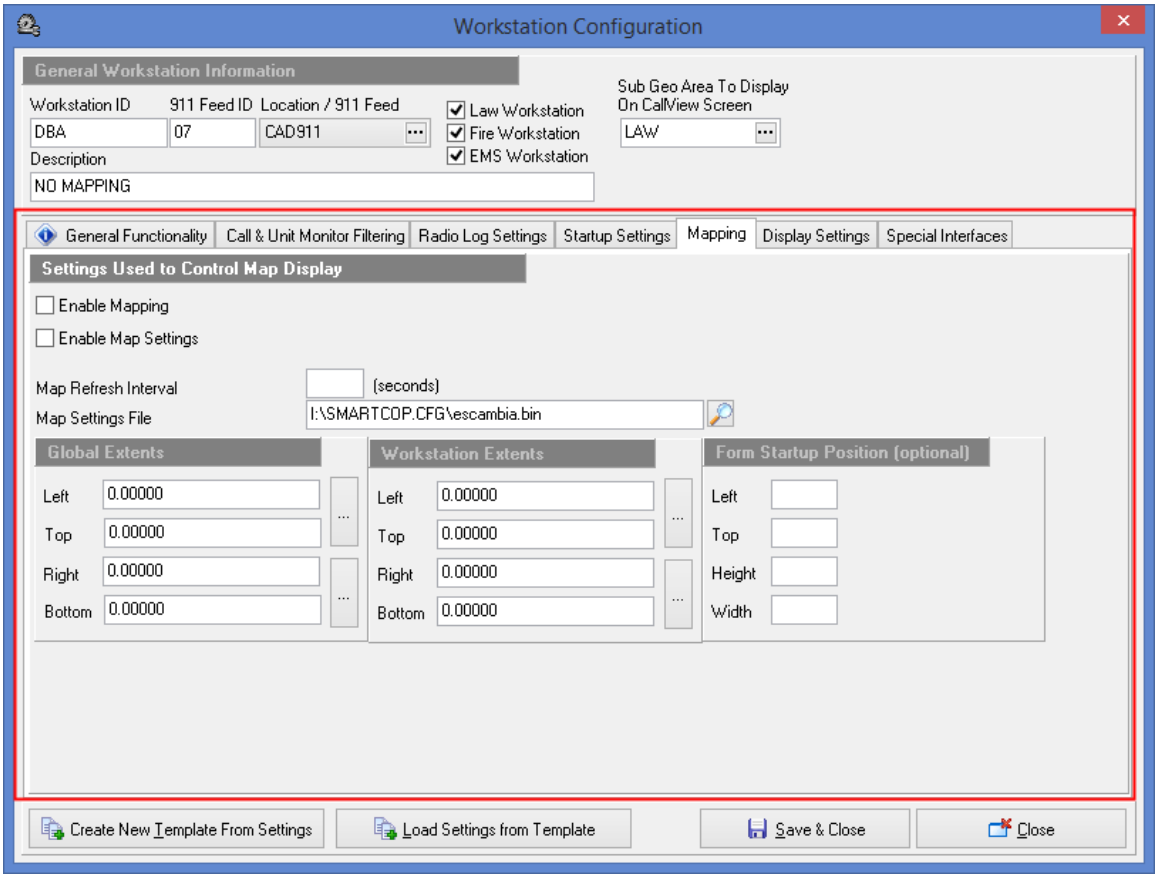
   d. To view non-CAD calls at this workstation, select **View Calls with Non-CAD Complaint Types**.

7. If configured in Primary Functionality Configuration, CAD will display Run Cards for Law, Fire, and EMS by default at all workstations. If the workstation should not display run cards, or should display certain types of run cards, ensure the non-applicable options are not checked.

8. Place a check beside **Enable Button Bar** to allow users to press **[Spacebar]** to access commonly used CAD functions.

9. Click on **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Mapping



If mapping has not been enabled in Primary Functionality Configuration, any configuration here will not be applied. Conversely, if mapping has been enabled in Primary Functionality Configuration, mapping must be enabled and configured in Workstation Configuration to be available in *SmartCAD*.

1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it.
3. Click on the **Mapping** tab.
4. Place a check beside **Enable Mapping**, if the agency uses mapping and this workstation should be able to access maps within *SmartCAD*.
5. Place a check beside **Enable Map Settings** to allow the user to configure the actual map layers for the workstation. If this option is selected, the user has the ability to add, remove, display, hide, set zoom levels, etc. for the map display.
6. Enter the **Map Refresh Interval** in seconds. This setting controls the refresh rate of the incidents and units being drawn on the map.

7. Enter the location of the **Map Settings File** by clicking the magnifying glass icon. Browse to the location where the map settings are stored. Double-click on the file or select it and click **Open**. The settings for mapping layers, colors, zoom levels and map network are contained in the Map Settings file. If this file is not specified, *CAD Map* will not run.

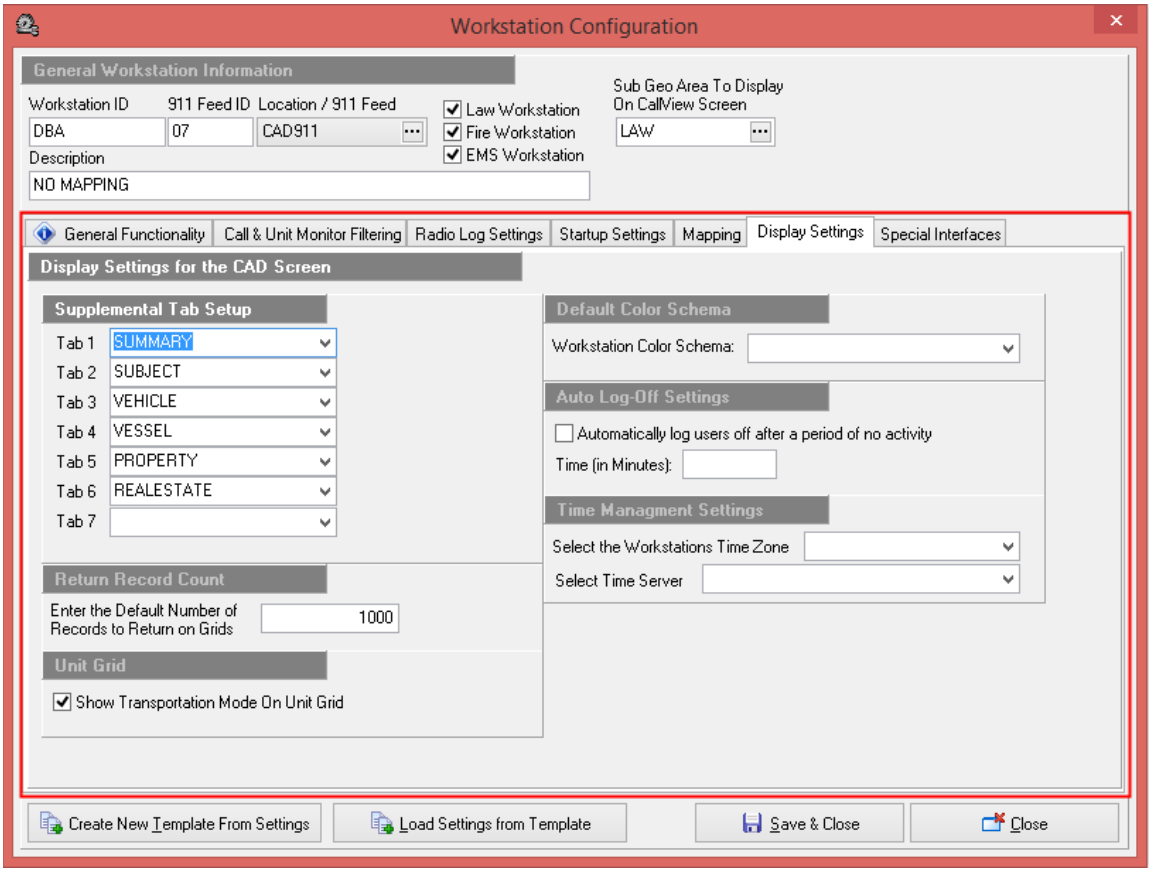
8. *Global Extents* are used to store the initial values of the map when it is loaded in CAD. These designate the full jurisdictional area covered by the agency. Enter the coordinates (**Left**, **Right**, **Top**, **Bottom**) to determine the size of the map area that will be displayed.

9. *Workstation Extents* are used to store a secondary set of values the map uses. These designate the area covered by the dispatcher. Enter the coordinates (**Left**, **Right**, **Top**, **Bottom**) to determine the size of the workstation area that will be displayed.

10. *Form Startup Position* holds the coordinates that are used to position the map and will initially display when it is loaded for the first time. Enter the coordinates (**Left**, **Right**, **Top**, **Bottom**) to determine the position of the map upon initial display. If these values are left blank, the *Workstation Extents* are the first to display.

11. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Display Settings



1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it.
3. Click on the **Display Settings** tab.
4. The supplemental information (*Subject*, *Vehicle*, *Vessel*, *Property*, *Real Estate*, *Transport*, and *Summary*) for an incident is entered on separate tabs in the call record of CAD. The order in which the supplemental information is presented, and whether or not the tabs appear, is user-defined.

   Use the drop-down lists for *Supplemental Tab Setup* to assign the supplemental information screen to a specific tab. For example, if the vehicle information should be entered on the first tab, select *Vehicle* for **Tab 1**. Continue this for the remaining tabs until all necessary tabs have been assigned.
5. Under *Return Record Count*, enter the maximum number of records that should be returned to this workstation when viewing call history, subject history, vehicle history, tow logs, etc.

6. Under *Unit Grid*, place a check beside **Show Transportation Mode On Unit Grid** to have the unit's transportation method shown in the *Unit Grid* in *SmartCAD*.

7. Select the default color scheme for this workstation using the drop-down provided. Color schemes are set up in Color Configurations on the Master Settings menu.

8. Under *Auto Log-Off Settings*, place a check beside **Automatically log users off…** to automatically log off this workstation after a defined period of inactivity. Enter the **Time** allowed for no activity prior to auto log-off in minutes.

   If the user does not use the mouse or keyboard for the specified time, a warning will notify the user the workstation is about to be logged off. The user has 30 seconds to respond before the workstation is logged off.

   If a workstation is configured for automatic logoff and has sole responsibility for a dispatch zone, the workstation will not be automatically logged off.

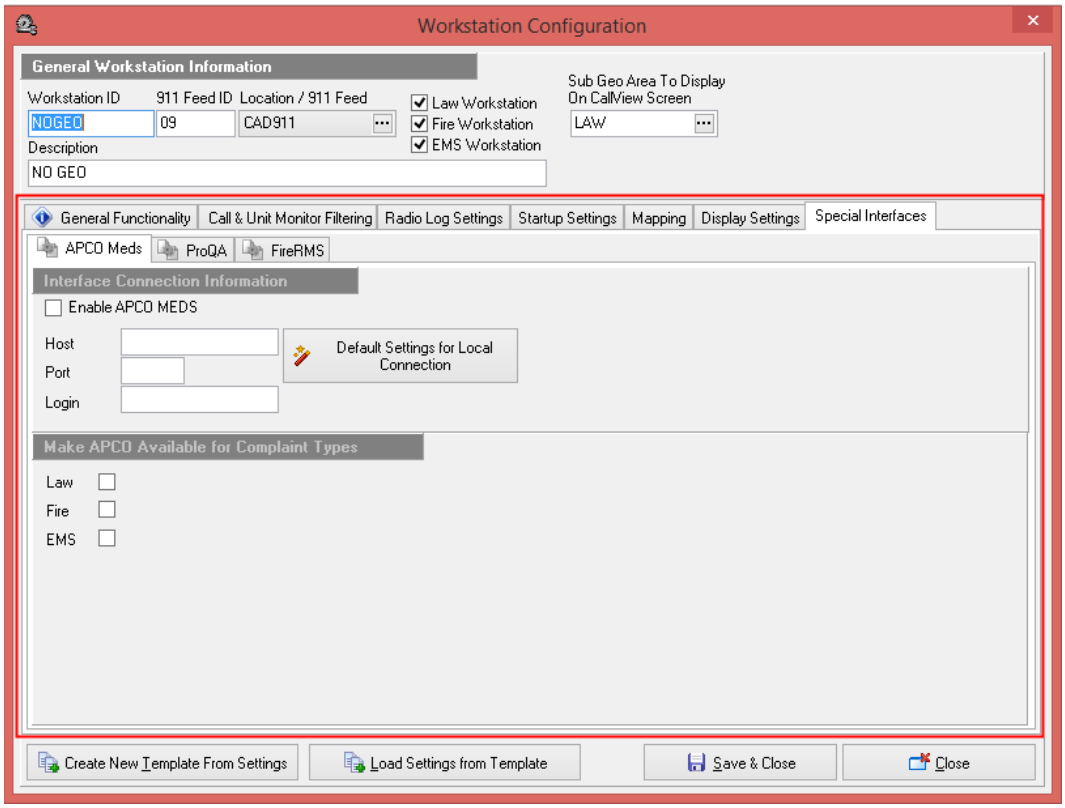
9. Choose the **Workstation Time Zone** and **Time Server** for this workstation from the drop-downs provided.

10. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

Special Interfaces

Special interfaces may be configured in SmartCAD for data collection. These include APCO Meds, ProQA, and FireRMS. If none of these interfaces will be used, no configuration is required on this tab.

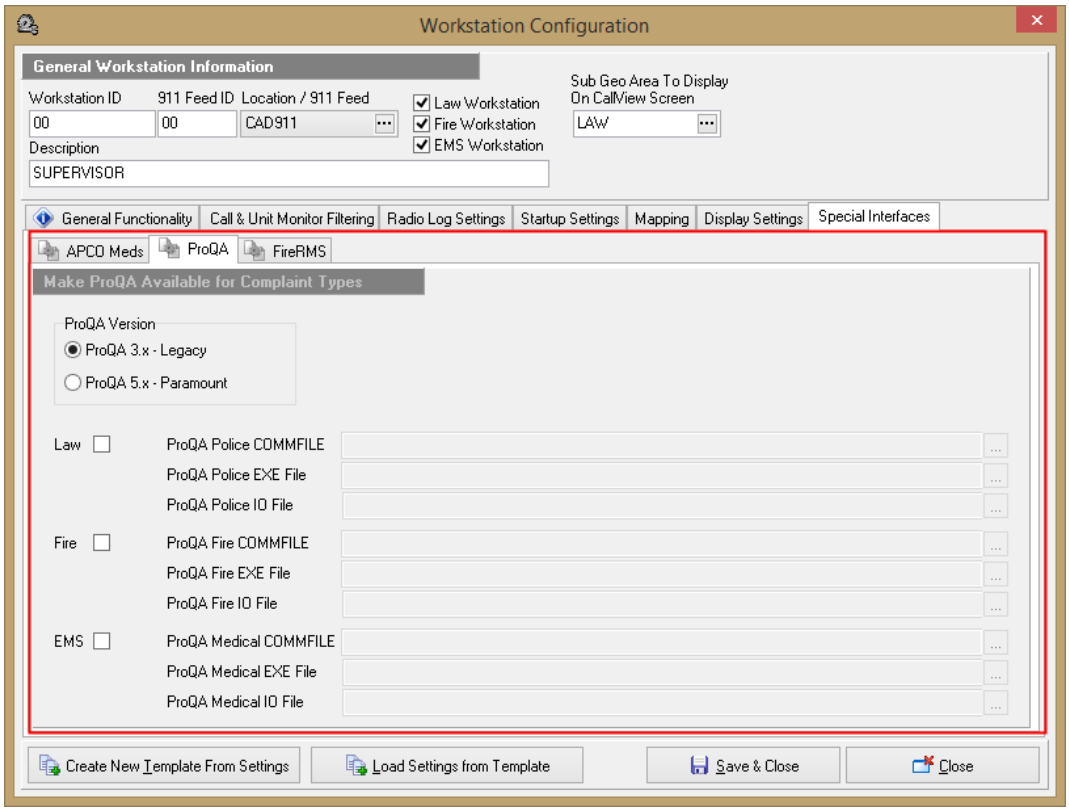
APCO Meds



1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it.
3. Click on the **Special Interfaces** tab. The **APCO Meds** tab is selected by default.
4. Place a check beside **Enable APCO MEDS** to allow the workstation to connect to the *APCO Meds* API.
5. Enter the **Host**, **Port**, and **Login** information for the *APCO Meds* API.
6. Select the complaint types with which APCO will be available (**Law**, **Fire**, **EMS**). For example, if the complaint type **Law** is enabled and the call complaint type is **Law**, the **APCO Meds** icon appears on the call window. The user can click on the icon and create a new report in *APCO Meds*, if needed.

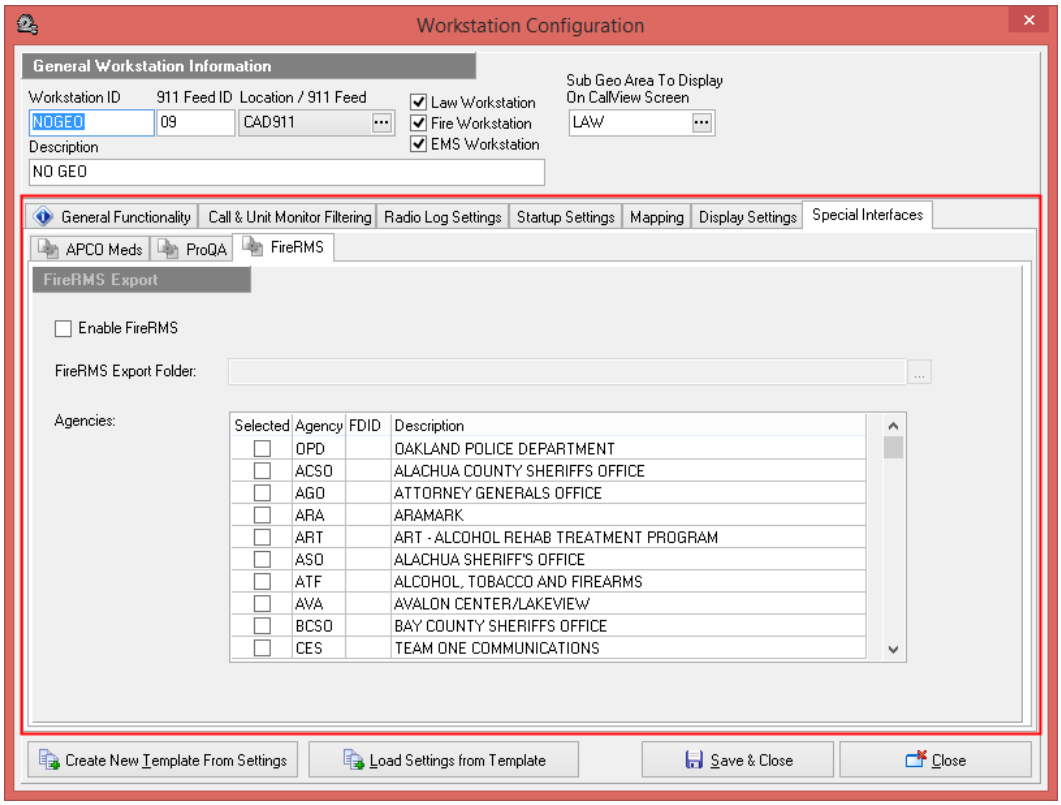
7. Click **Save & Close** to save changes and return to the main *CAD Configuration* window. Click **Close** to return to the main *CAD Configuration* window without saving any changes.

ProQA



1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it.
3. Click on the **Special Interfaces** tab.
4. Click on the **ProQA** tab.
5. Choose the version of *ProQA* used by the agency.
6. Select the appropriate check boxes (**Law**, **Fire**, **EMS**) to identify the complaint types for which *ProQA* will be available. Only the interfaces being used by the workstation need to be selected. For example, if the workstation is monitoring **Fire** incidents only, the administrator should only enable ProQA **Fire** for that workstation.
7. Click **Save & Close** to save changes and return to the main CAD Configuration window. Click **Close** to return to the main CAD Configuration window without saving any changes.

FireRMS



1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it.
3. Click on the **Special Interfaces** tab.
4. Click on the **FireRMS** tab.
5. Place a check beside **Enable FireRMS** check box to allow the workstation to connect to the *FireRMS* API. If the *FireRMS* API will not be utilized, no further configuration needs to be performed on this tab.
6. Designate the **FireRMS Export Folder** where the exported data should reside.
7. Select the appropriate check boxes to indicate the agencies using FireRMS.
8. Click **Save & Close** to save changes and return to the main CAD Configuration window. Click **Close** to return to the main CAD Configuration window without saving any changes.

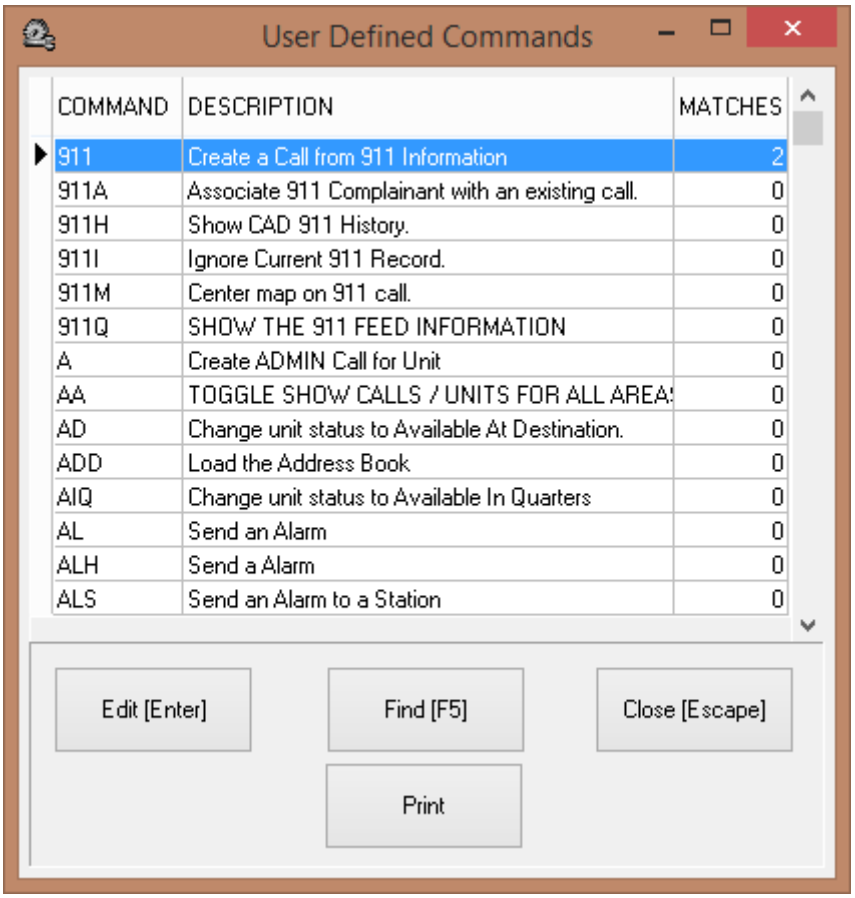
Templates

Workstation settings may be set up quickly and efficiently using templates. Once a workstation has the desired settings, it can be used to create a template.

1. On the **Master Settings** menu, click **Workstation Configuration**.
2. Double-click on an existing workstation or highlight it and click **Edit** or press **[Enter]** to open it for use as a source file for the template.
3. Click **Create New Template from Settings** to save the current workstation settings as a new template that may be used when subsequent workstations are created.
4. Enter a unique **Workstation ID** for the new template. The **Workstation ID** may contain up to five characters.
5. Click **OK** to create the template.
6. A message displays stating "Current Workstation Settings Saved As [name]" to verify the settings. Click **OK**. The template appears in the *CAD Workstation Settings* list and the *Is Template* column shows as "True."
7. Further customization may be performed to the source workstation, as needed. However, any additional configurations made will not be reflected in the template.
8. Click **Save & Close** when finished.

- ✓ Once a workstation has been designated as a template, it should not be used in production, but left in reserve for the creation of workstations with those settings.
- ✓ To make changes to a template, select the template from the *CAD Workstation Settings* list and click **Edit**.

User Defined Commands



This option allows administrators to define alternate (alias) commands and combination shortcut keys for default system commands. For example, the command `T8` is provided to place a unit on duty. The agency can assign the command `LON` (log on duty) and the shortcut key combination **[Shift+F1]**. Entering `T8`, `OD`, or `LON` will put a unit on duty. Refer to Keyboard Shortcuts and Menu Options in the *SmartCAD* manual for a list of default commands.

1. On the **Master Settings** menu, click **User Defined Commands**.
2. A list of default *SmartCAD* commands appears. If a specific command needs to be found, click **Find**.
    a. Enter the search criteria and press **[Enter]**. The nearest matching record is selected.
    b. Double-click on the command to be edited or select it and press **[Enter]**.

    For example, to create an alias for the T8 command, press **[F5]** to search for `T8`. Once found, press **[Enter]** or click **Edit** to open the command.
3. Enter the command to be mapped in the **Enter Command to Map** field and press **[Enter]**. The command appears in the *Currently Mapped Commands* list. Using the above example, enter `LON` and press **[Enter]** to associate `LON` with the `T8` command.

4. Select the **Function Keys** tab to assign a combination shortcut key to the new alias.
5. Place a check beside **[Ctrl]** or **[Shift]** to require either (or both) of these keys to be pressed for the shortcut. Using the above example, **[Shift]** would be checked.
6. Choose the function key from the drop-down list to be used for this command and press **[Enter]**. Using the above example, select *F1* and press **[Enter]**. This command now appears in the *Currently Mapped Commands* list.
7. Press **[Enter]** or click **Save** to save the information.
8. Press **[Esc]** or click **Close** to return to the *User Defined Commands* list. Press **[Esc]** or click **Close** again to return to the main *CAD Configuration* window.

- ✓ All commands and function key assignments must be unique. The system will ensure that duplicates do not exist.
- ✓ While viewing the list of default commands, click **Print** to view and print the list. The user defined CAD commands report includes the default command, command description, default alias commands, and any user-defined commands.

CAD Agencies

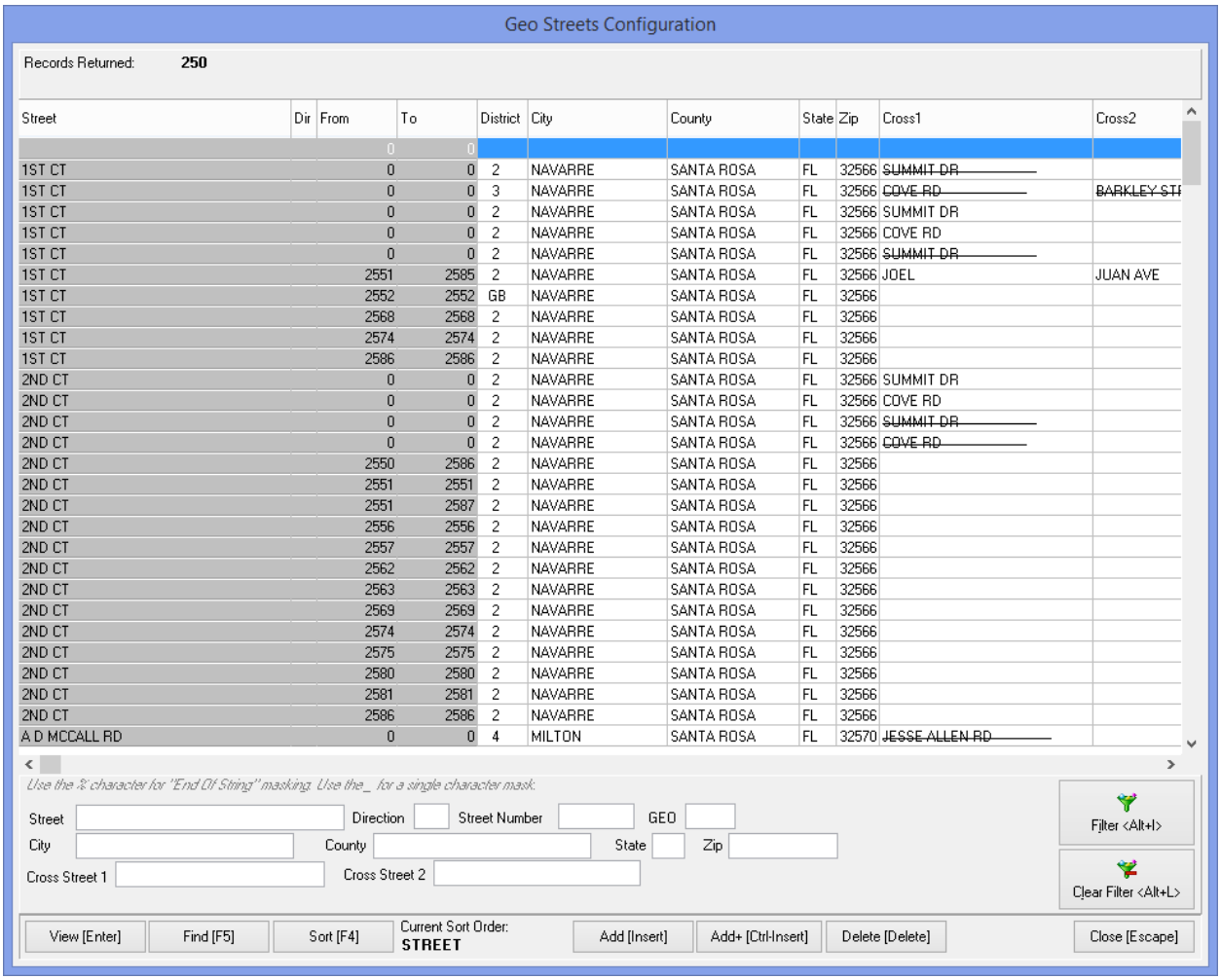
This option allows selection of agencies used by dispatch. If the agency enables multi-agency functionality, selecting certain agencies to be used for dispatch allows the dispatcher to monitor only the selected agencies associated with the chosen workstation.

1. On the **Master Settings** menu, click **CAD Agencies**.

   The *Select Agencies used for Dispatch* list appears.
2. Place a check next to the agency or agencies to be monitored.
3. When finished, click **Save & Close** or press the **[Enter]** key to save changes and exit the list. To exit without saving, click **Cancel** or press the **[Esc]** key.

Geo/GIS (Geographic) Settings

Geo Streets Configuration


Geo Streets Configuration
Records Returned: 250
Street
Dir
From
To
District
City
County
State
Zip
Cross1
Cross2
1ST CT 0 0 2 NAVARRE SANTA ROSA FL 32566 SUMMIT DR
1ST CT 0 0 3 NAVARRE SANTA ROSA FL 32566 COVE RD BARKLEY ST
1ST CT 0 0 2 NAVARRE SANTA ROSA FL 32566 SUMMIT DR
1ST CT 0 0 2 NAVARRE SANTA ROSA FL 32566 COVE RD
1ST CT 0 0 2 NAVARRE SANTA ROSA FL 32566 SUMMIT DR
1ST CT 2551 2585 2 NAVARRE SANTA ROSA FL 32566 JOEL JUAN AVE
1ST CT 2552 2552 GB NAVARRE SANTA ROSA FL 32566
1ST CT 2568 2568 2 NAVARRE SANTA ROSA FL 32566
1ST CT 2574 2574 2 NAVARRE SANTA ROSA FL 32566
1ST CT 2586 2586 2 NAVARRE SANTA ROSA FL 32566
2ND CT 0 0 2 NAVARRE SANTA ROSA FL 32566 SUMMIT DR
2ND CT 0 0 2 NAVARRE SANTA ROSA FL 32566 COVE RD
2ND CT 0 0 2 NAVARRE SANTA ROSA FL 32566 SUMMIT DR
2ND CT 0 0 2 NAVARRE SANTA ROSA FL 32566 COVE RD
2ND CT 2550 2586 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2551 2551 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2551 2587 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2556 2556 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2557 2557 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2562 2562 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2563 2563 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2569 2569 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2574 2574 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2575 2575 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2580 2580 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2581 2581 2 NAVARRE SANTA ROSA FL 32566
2ND CT 2586 2586 2 NAVARRE SANTA ROSA FL 32566
A D MCCALL RD 0 0 4 MILTON SANTA ROSA FL 32570 JESSE ALLEN RD
Use the % character for "End Of String" masking. Use the _ for a single character mask.
Street
Direction
Street Number
GEO
City
County
State
Zip
Cross Street 1
Cross Street 2
Filter <Alt+I>
Clear Filter <Alt+L>
View [Enter]
Find [F5]
Sort [F4]
Current Sort Order:
STREET
Add [Insert]
Add+ [Ctrl-Insert]
Delete [Delete]
Close [Escape]

If the agency is not using ESRI-based mapping, this option must be used to set up streets and the proper geographic areas assigned to them. If ESRI-based mapping is used, the ESRI tools need to be used to edit street information and update the CAD geographic information.

The streets set up here are used to validate and assign locations to CAD calls, offense reports, trespass warnings, MNI records, etc. Enter streets and assign a zone, district, grid, etc., to each street within the agency's jurisdiction.

1. On the **Geo/GIS** menu, click **Geo Streets Configuration**.

2. Click **Add** to create a new street record.
3. Use the drop-down list to enter the **Direction** (N, S, E, W, NE, SE, NW, SW).
4. Enter the **Street Name**.
5. Enter the address number **Range From / To** fields to indicate the house number range for this street record. Use the **Odd/Even** drop-down to indicate odd or even numbers, both, or a cross street.

   As information is entered, the street is "mapped out" in the right-hand portion of the window.
6. Enter **Cross Street 1 Name**. This street is added to the street "map." Verify that it is placed correctly.

   When entering locations in CAD, the call taker can search by cross streets. If this cross street should not be included when the geo street file is searched, clear the **Include Cross Street…** check box under the first cross street.
7. Enter **Cross Street 2 Name**. As with the first cross street, indicate if it should be included when a dispatcher is searching the geo street file.
8. Enter the **City**, **County**, **State**, and **Zip** code for this street.
9. If the **Latitude** and **Longitude** coordinates for this street are available, enter them in the fields provided.
10. Enter detailed **Directions** to this location in the available fields.
11. Enter a **Reference Point** (landmark) in the field provided.
12. Click **Save** to save this street record.
13. When finished, click **Close**.

- ✓ Records can be quickly duplicated by clicking **Add+** or pressing **[Alt+Insert]**. The application will confirm that a new record should be created using data from the current record. To continue, click **Yes**. A new street record appears with the same information as the original record. Change the information as needed. For example, if this is a different block of the same street, change the address range and cross streets.
- ✓ The *Geo Streets* table list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include **Street** name, **Direction**, **Street Number**, **GEO**, **City**, **State**, **Zip**, **Cross Street 1**, and **Cross Street 2**. Any combination of these fields may be utilized. Enter the filter criteria to be applied and click **Filter** or press **[Alt+I]**.

- ✓ To remove the filter, click **Clear Filter** or press **[Alt+L]**.
- ✓ Entering % in the filter criteria acts as a wildcard. For example, enter `GREEN%` to filter the list on any street beginning with "Green."
- ✓ The *Geo Streets* table records are sorted by the *Street* column by default. To sort by another column, press **[F4]**. Each time **[F4]** is pressed, the list is sorted by a different column. The **Current Sort Order** is indicated at the bottom of the window, among the buttons.

It is also indicated in the grid by the sorted column being marked in gray.

- ✓ If an existing street record needs to be modified, apply a filter to ensure the correct records are being viewed. Use as many of the available search criteria as possible to reduce the number of records returned, and set the sort order to accommodate the expected results, then enter the search criteria and click **Filter**. For example, to pull up all street records for Beech Street, the sort order can be set to the *Street* column, and `%BEECH%` entered into the *Street* field of the search criteria. All records containing "Beech" in the street name are returned.
- ✓ Click **Delete** to delete the selected street record.

GEO Places Configuration

If the agency is not using ESRI-based mapping, this will be used to set up places and the proper geographic areas assigned to them. If ESRI-based mapping is utilized, use the ESRI tools to edit place information and update the CAD geographic information.

Use this option to set up specific places or landmarks and the proper geographic areas assigned to them. Places can include parking lots, bridges, businesses, or any other location. The places set up here are used to assign locations to CAD calls.

This option also allows the user to link floor plans and pictures to a place record.

1. On the **Geo/GIS** menu, click **Geo Places Configuration**.
2. Click **Add** to create a new record.
3. Enter the place **Name**.
4. If a **Quick Key** is desired for the place record, enter it in the field provided. The quick key can be used by dispatchers to automatically enter the place information, saving data entry time.

   Each place quick key must be unique.

5. Enter the address for the place record using the **Street#**, **Dir**, **Street**, and **Apt/Lot** fields.

   - ✓ Press **[Enter]** from the **Street** field to validate the address from the GEO Street table. If the street is found in the GEO Street table, the remaining address information is automatically pulled from the street record into the place record. Successful validation of the address automatically populates the **Cross Street**, **Latitude**, **Longitude**, **City**, **County**, **State**, **Zip** and **GEO** fields, saving data entry time. Validation can also be accomplished by clicking the **Validate Address** button.

6. Enter **Cross Street** information.
7. If available, enter **Latitude** and **Longitude** information.
8. Enter the **City**, **County**, **State**, and **Zip** code for this place record.
9. Select the **Place Classification** and **Place Status** from the drop-down lists.
10. Enter detailed **Directions** to this location in the available fields. This can also be used to provide any alarm codes or interaction instructions (i.e. "`GATE CODE IS ____`" or "`COME TO BACK DOOR`").
11. Enter a reference point in the field provided.
12. Enter the **GEO Areas** for this place. This information is automatically populated if the address was GEO validated.
13. Click **Save** to save this place record. Click **Close** or press **[Esc]** to cancel unsaved changes and exit the record.
14. When finished, click **Close**.

- ✓ Records can be quickly duplicated by clicking **Add+** or pressing **[Alt+Insert]**. A new place record appears with the same information as the original record. Change the information as needed. For example, if this is a different location of a business, change the address, cross streets, and directions.
- ✓ The *GEO Places* table list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include **Place Name**, **Quick Key**, **GEO**, **Street Number**, **Direction**, **Street** name, **Apt/Lot**, **City**, **State**, **Zip**, **Cross Street 1** and **Cross Street 2**. Any combination of these criteria may be utilized. Enter the filter criteria to be applied and click **Filter** or press **[Alt+I]**.
- ✓ To remove the current filter, click **Clear Filter** or press **[Alt+L]**.

- ✓ Entering % in the filter criteria acts as a wildcard. For example, type PALAFOX% to filter the list on any place beginning with "Palafox."
- ✓ The Geo Places Table records are sorted by the *Place Name* column by default. To sort by another column, press **[F4]**. Each time **[F4]** is pressed, the list is sorted by a different column. The **Current Sort Order** is indicated at the bottom of the window, among the buttons.

It is also indicated in the grid by the sorted column being marked in gray.

- ✓ If an existing place record needs to be modified, apply a filter and change the sort order as needed to ensure the correct records are being viewed. Use as many of the available search criteria as possible to reduce the number of records returned, and set the sort order to accommodate the expected results, then enter the search criteria and click **Filter**.
- ✓ Click **Delete** or press **[Delete]** to delete the selected place record.

Adding Floor Plans

This option allows users to add up to five floor plans to a record.

1. To add a floor plan to a place record, open the place record and click **Floor Plan** at the bottom.
2. Choose the floor plan to be added from the pop-up menu (i.e. **Floor 1**, **Floor 2**, etc.).
3. The *Location Floor Plan* window opens. Images can be added to the record using a video feed, images on a disk or computer location, or images on the system clipboard.

    a. To take a picture of the floor plan using a video feed, click **Load Image from Video Feed**. The *Capture Picture From Video* window appears.

    Click **Live Video Image** to begin the live video capture. Once the picture is showing on the screen as needed, click **Freeze Video Image**. Click **Save Video Image** to save the image and add it to the record.

    b. To add an image from the local computer, a USB drive, or a network location, click **Load Image from Disk**.

    The image must be a JPEG (*.jpg) file.

    c. If the image has been copied to the Windows clipboard, click **Load Image From Clipboard** to add it to the record.

    If using this function, copy the image to the clipboard immediately prior to clicking **Load Image From Clipboard** to ensure the correct image is loaded.

4. When finished, click **Close**.

- ✓ To save an image to the local computer, a USB drive, or a network location, click **Save Image to Disk**.
  - o Select where the image file is to be saved.
  - o Enter a name for the file. The file extension of *.jpg is automatically selected.
  - o Click **Save**.
- ✓ If the image is needed for another document or record, click **Copy Image to Clipboard**. The image can, then, be pasted into the other document or record.
- ✓ To clear an image from the clipboard, click **Clear Clipboard**.
- ✓ To print an image, click **Print Image**.
- ✓ To stretch or center an image, click **Image Options**.
- ✓ If the image needs to be removed from the record, click **Remove Current Image**.

Adding Pictures

This option allows the user to add up to five pictures to a place record.

1. To add a picture for this place, open the place record and click **Picture**.
2. Choose which picture is to be added (i.e. **Picture 1**, **Picture 2**, etc.).
3. The *Location Picture* window opens. Pictures can be added to the record from a video feed, a disk or computer location, or the local clipboard.
   a. To take a picture using a video feed, click **Load Image from Video Feed**. The *Capture Picture From Video* window appears.

      Click **Live Video Image** to begin the live video capture. Once the picture is showing on the screen as needed, click **Freeze Video Image**. Click **Save Video Image** to save the image and add it to the record.

   b. To add an image from the local computer, a USB drive, or a network location, click **Load Image from Disk**.

      The image must be a JPEG (*.jpg) file.

   c. If the image has been copied to the Windows clipboard, click **Load Image From Clipboard** to add it to the record.

If using this function, copy the image to the clipboard immediately prior to clicking **Load Image From Clipboard** to ensure the correct image is loaded.

4. When finished, click **Close**.

- ✓ To save an image to the local computer, a USB drive, or a network location, click **Save Image to Disk**.
  - o Select where the image file is to be saved.
  - o Enter a name for the file. The file extension of *.jpg is automatically selected.
  - o Click **Save**.
- ✓ If the image is needed for another document or record, click **Copy Image to Clipboard**. The image can, then, be pasted into the other document or record.
- ✓ To clear an image from the clipboard, click **Clear Clipboard**.
- ✓ To print an image, click **Print Image**.
- ✓ To stretch or center an image, click **Image Options**.
- ✓ If the image needs to be removed from the record, click **Remove Current Image**.

Map Markers Configuration

This is used to set up map marker types, their level of road closure, and an icon. It is used in conjunction with *SmartCAD Map* (not *SmartMap*).

1. On the **Geo/GIS** menu, click **Map Markers Configuration**.
2. To create a new marker type, click **Add** to the right. Otherwise, click **Edit** to modify an existing record.
3. Enter a unique **Description** for the marker.
4. Enter a unique **Quick Key**.
5. If the marker would cause a road closure, enter the **Road Closure Amount**. The number indicates a percentage of the road that will be blocked, ranging from 0 (indicating no road block) to 100 (indicating a total road block).
6. Designate an **Icon** to appear on the map when this marker is utilized.
   a. Click **Load**.
   b. Select a *.bmp picture to show for the road block, and click **Open**.

Primary Geo Area Settings

Use this option to define the primary geographic areas (or dispatch areas) for the agency. For example, if the primary geographic area is *Zone*, define the zones in the agency's jurisdiction here.

Note: The term *dispatch area* is used to refer to the primary geographic area defined by the agency. The system will reflect the agency's designation. For example, zone, troop, post, or district, etc. For example, zone, troop, post, or district, etc. can be used as dispatch areas within the agency.

1. On the **Geo/GIS** menu, click **Primary Geo Area Settings**.
2. Click **Add** to create a primary geographic area.
    a. Enter an abbreviation for this Primary Geo Area.
    b. Enter a **Description**.

    For example, the first geo area includes Pensacola Beach and Gulf Breeze. In this instance, the abbreviation could be set as `Z1` and enter `Beach and Gulf Breeze` as the **Description**.
3. Place a check beside **Allow Call Archive** to allow calls from this geo area to be placed into the call archive.
4. If a geo area is not going to be used again, place a check beside **Archived** so that references to that area will not be lost.
5. Click **Save** to save changes to the record. Click **Close** to cancel any unsaved changes.
6. Click **Close** to return to the main *CAD Configuration* window.

Law Sub Geo Areas Configuration

Use this option to define the sub-geographic areas for the law enforcement agency. For example, if the zones are divided into districts, grids, and beats, then each district, grid, and beat would be defined here.

1. On the **Geo/GIS** menu, highlight **Law Sub Geo Areas Configuration**, then click on **Law Sub Geo Area 1**, **Law Sub Geo Area 2**, or **Law Sub Geo Area 3**.
2. Click **Add** to create a sub-geo area for the law enforcement agency.
3. Enter an abbreviation for the sub geo area in the **LAW** field.
4. Enter a **Description** in the field provided.
5. Click **Save** to save the record. Click **Close** to cancel any changes.
6. When finished, click **Close** to return to the main *CAD Configuration* window.

Fire Sub Geo Areas Configuration

Use this option to define the sub-geographic areas for the fire department. For example, if the zones are divided into districts, grids, and sectors, then each district, grid, and sector here would be defined here.

1. On the **Geo/GIS** menu, highlight **Fire Sub Geo Areas Configuration**, then click on **Fire Sub Geo Area 1**, **Fire Sub Geo Area 2**, or **Fire Sub Geo Area 3**.
2. Click **Add** to create a sub-geo area for the fire department.
3. Enter an abbreviation for the sub geo area in the **FIRE** field.
4. Enter a **Description** in the field provided.
5. Click **Save** to save the record. Click **Close** to cancel any changes.
6. When finished click **Close** to return to the main *CAD Configuration* window.

EMS Sub Geo Areas Configuration

Use this option to define the sub-geographic areas for Emergency Medical Services. For example, if the zones are divided into districts, grids, and sectors, then each district, grid, and sector would be defined here.

1. On the **Geo/GIS** menu, highlight **EMS Sub Geo Areas Configuration**, then click on **EMS Sub Geo Area 1**, **EMS Sub Geo Area 2**, or **EMS Sub Geo Area 3**.
2. Click **Add** to create a sub geo area for Emergency Medical Services.
3. Enter an abbreviation for the sub geo area in the **EMS** field.
4. Enter a **Description** in the field provided.
5. Click **Save** to save the record. Click **Close** to cancel any changes.
6. When finished click **Close** to return to the main *CAD Configuration* window.

Geo Area Nomenclature Configuration

Use this option to name the geographic areas for the agency. For example, a zone is made up of districts, which are made up of grids. These terms will be used to aid in configuring streets, assign dispatch areas to CAD workstations, and create run cards. They are also used to assign dispatch areas to employees and units in *Employee Master*.

1. On the **Geo/GIS** menu, click **Geo Area Nomenclature Configuration**.
2. Enter the name for each part of the agency's geographic designations: **Primary Geo Area**, **Geo Sub 1** (for Law, Fire, and EMS), **Geo Sub 2** (for Law, Fire, and EMS), and **Geo Sub 3** (for Law, Fire, and EMS).

In the example above, Zone is the Primary GEO Area, District is Geo Sub 1, and Grid is the Geo Sub 2.

3. Name the geographic areas for law enforcement, fire, and EMS.
4. Click **Save & Close** when finished. Click **Cancel** to abandon changes.

Geo Views Configuration

Use this option to create and assign geo view filters for MCT/CAD users. The call and unit information will be filtered by the agency and geographic areas selected before it is sent to the user.

1. On the **Geo/GIS** menu, click **Geo Views Configuration**.
2. Click **Add GEO View**.
3. Enter the **Template ID**.
4. Enter a **Description** for this view.
5. On the *Default District to Monitor* panel, select a geographic viewing area from the drop-down list and click **Add** to add the primary geo area to the default viewing list.

   Add as many geographic areas as necessary.
6. Select a GEO viewing area and click **Set Primary Area** to designate that area as the primary area to monitor.
7. On the *Default Agencies to Monitor* panel, select an agency from the drop-down list and click **Add** to add the agency to the default viewing list.

   Add as many agencies as necessary.
8. Select an agency and click **Set Primary/Default Agency** to designate that agency as the primary agency to monitor.
9. Click **Save & Close** when finished configuring the geo areas and agencies for this template to monitor. Click **Cancel** to abandon changes and return to the main *CAD GEO Views Settings* window.
10. Click **Close** to return to the main *CAD Configuration* window.

- ✓ Each configured geo view template can be assigned to an individual user in *Employee Master*.
- ✓ Select an agency or geo view and click **Remove** to remove it from the default monitoring list.

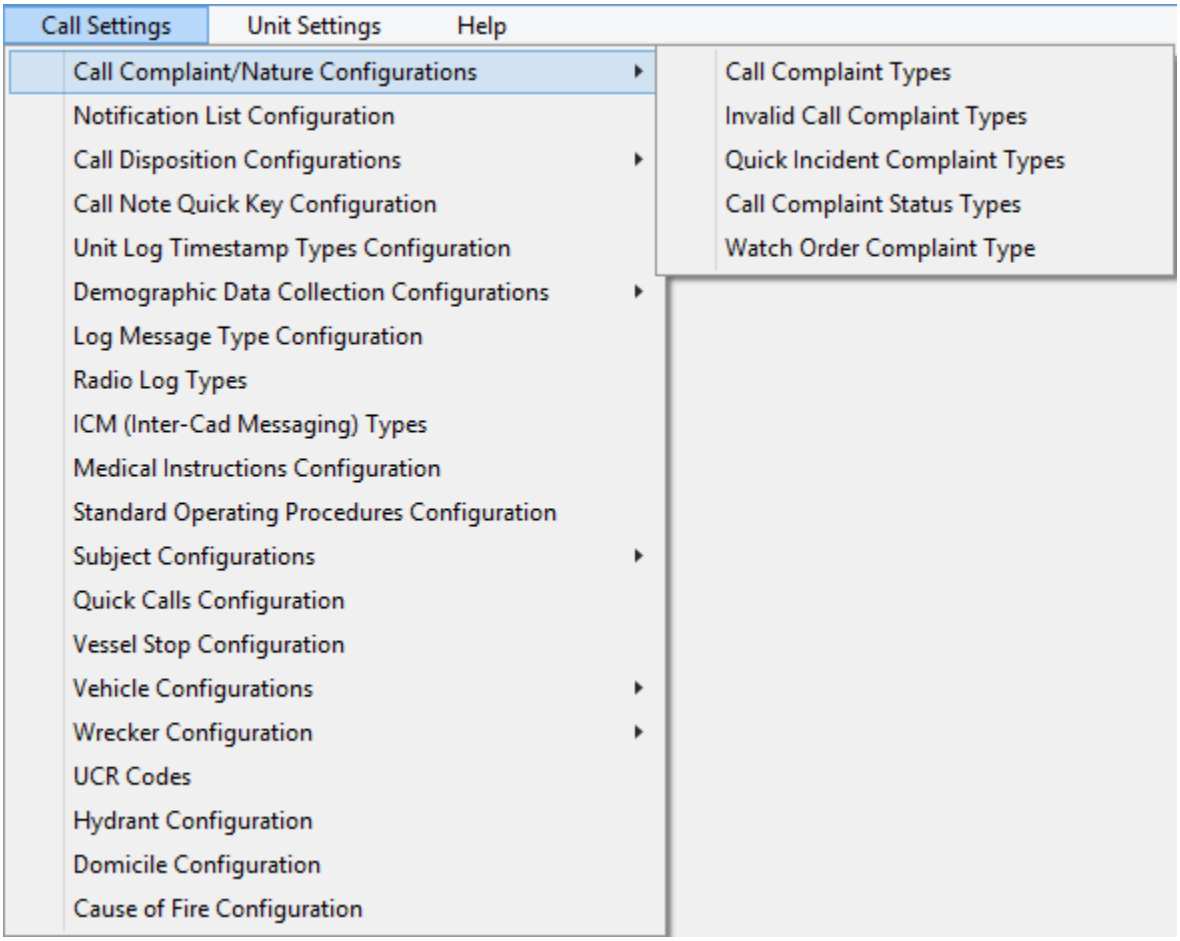
Phone Book Data Import

This function allows the user to import phone numbers and associated addresses into the CAD Address Book table.

1. To access this option, go to the **Geo/GIS** menu, highlight **Phone Book Data Import**, then click on **Intrada Phone Book Import**.
2. Enter the path to the phone list to be imported and click **Begin**. This information will be used to validate addresses during the GEO validation process. It also allows validation of calls by phone number.

Call Settings

Call Complaint/Nature Configurations



Call Complaint Types

The complaint types are used to assign a brief description of a CAD incident. When searching through historical records in SmartCAD, the information can be filtered according to the complaint type so only that information is seen.

Complaint Groups

Call complaint groups allow users to manage complaint types by grouping them in a logical manner. Once complaint groups are added, *Complaint/Nature Types* can be assigned to a group.

1. On the **Call Settings** menu, highlight **Call Complaint/Nature Configurations**, then click **Call Complaint Types**.

2. Click **Add** appearing on the top portion of the window beside *Call Complaint Groups* to create new complaint groups.
3. Enter the name in the **Complaint Group** field (i.e. Alarm, Medical, Citizen Contact, etc.).
4. Click **OK**. The group is added and appears in the *Complaint Group Code* list. Call Complaint Types can now be assigned to this group.

- ✓ After creating Call Complaint Groups and assigning complaint types to a group, only those complaint types belonging to a group will display. Place a check beside **Show All** to display all complaint types regardless of whether they belong to a group or not.

General Configuration

A call complaint type is the original complaint or nature of the call. Complaint types are also viewed by users in the field, who need precise information.

If needed, a list of complaint types can be printed for reference.

1. On the **Call Settings** menu, highlight **Call Complaint/Nature Configurations**, then click **Call Complaint Types**.
2. Click **Add** on the bottom to create complaint codes.
3. On the **General Configuration** tab, enter the **Complaint Type**. Complaint types should be easy to understand and very specific. For example, "Assist EMS" is more specific than "Assist Agency."
4. Use the drop-down list to assign this complaint type to a *Complaint Group* (if the agency uses Call Complaint Groups).
5. If a quick key is desired for this complaint type, enter it in the **Quick Key** field. When this quick key is entered in *SmartCAD*, this complaint is automatically added to the call, saving time.
6. Enter a **Description** of this complaint type.
7. Assign the **Priority** for this type of complaint. Priorities range from 1 to 6, with 1 as the highest priority.
8. Select the **Initial Complaint Status**. Use the ellipsis (**…**) to find a complaint status. When the needed status has been found, double-click to select it. This status is automatically assigned to any call with this complaint type.

9. Offense numbers can be automatically assigned to an incident. The agency acronym is included as part of the report number. Select the agency acronym by clicking on the ellipsis (**…**) to the right of the **Generate Offense/Report Number For Agency**.

10. Place a check beside **Allow Viewing of Call Information By Public** if calls of this type are to be made available for public view.

11. Place a check beside **Collect Collision Statistics…** to collect collision statistics when closing calls with this complaint type.

12. Place a check beside **Collect Demographic Statistics…** to collect demographic statistics when closing calls with this complaint type.

13. Place a check beside **Include This Complaint Type in the Response Time Report** to include this complaint type in response time reporting.

14. Place a check beside **Include This Complaint Type in the Major Incident Report** to include this complaint type in major incident reporting.

15. Place a check beside **Alarm Stations for Available In Quarter Units** to activate the fire interface when this complaint type is used. Units must be set up to receive alarms in *Employee Master* and the alarm system must be activated in *CAD Configuration*.

16. Place a check beside all applicable types to indicate whether this is a **Law Enforcement**, **Fire Department**, **Emergency Medical Services**, or **Non-CAD Complaint Type**.

17. Place a check beside **Enable Automatic Offense/Report Number Generation** to automatically generate an offense number for each incident with this complaint type if incidents with this complaint type require an offense number. The acronym used for the report number is based upon the selection made for **Generate Offense/Report Number For Agency**.

18. Place a check beside **Allow Alarm Levels** to display the *Alarm Level* field on the CAD Call View form.

19. Enter the initial alarm level that will be the default for the complaint type on initial call creation. The alarm level can be changed while the call is active. The alarm level is primarily used for run card and unit automated selections. It is used by fire to increase or decrease the severity of the incident.

20. Select APCO Meds to automatically activate the APCO Meds interface when this complaint type is used.

21. Click **Save** to save the record and return to the Call Complaint Types list window.

Default Disposition Codes

When creating a complaint type, the initial status, priority, and call type are configured. This option allows default disposition codes to be assigned to a complaint type when the same disposition codes will be used each time a given call type is utilized.

1. Click on the **Default Disposition Codes** tab. Up to six default disposition codes can be configured for each call complaint type.
2. Select the default disposition codes using the ellipsis (**…**) on each line to find the correct codes.

   When a call is closed using a complaint type that has default codes assigned, the default codes will be automatically completed on the disposition window.
3. Click **Save** to save the record or **Close** to abandon un-saved changes. Either option will exit the record and return to the *Call Complaint Types* window.

Available Complaint Statuses

When creating a complaint type, the initial status, priority, and call type are configured. This option allows potential complaint status codes to be assigned to the complaint type.

1. Click on the **Available Statuses** tab.
2. Click **Add** to associate a status code with this complaint type.
3. Choose the complaint status code from the list and click **Select**.

   When a call record is created and complaint status codes have been assigned to specific complaint types, only those defined here appear in the complaint status drop-down list allowing the user to quickly select the appropriate one instead of scrolling through the entire list of status codes.
4. Click **Save** to save the record or **Close** to abandon un-saved changes. Either option will exit the record and return to the *Call Complaint Types* window.

Complaint Attributes

Attributes are used by the unit recommendation engine to make suggestions for the best unit to send to a selected complaint. Attributes are defined in *Master Configuration*, then assigned to units in *Employee Master*. Finally, an attribute is assigned to a complaint type which enables the dispatcher to select the most appropriate unit to respond to a call with this complaint type.

1. Select the **Complaint Attributes** tab.
2. Click **Add** to assign attributes to this complaint type.

3. The *Attribute Lookup* list appears. Choose the attribute from the list and click **Select**.

   When an incident is entered with this complaint type, the user will be notified there are units with matching attributes that should be assigned to this call.

   For example, the attribute of "Negotiator" has been entered in Master Configuration. Then, this attribute has been added to Unit 100 in *Employee Master* and assigned to the complaint type "Suicide/Hostage" because the complaint type requires someone with negotiation skills. When the unit recommendation engine is run, Unit 100 will be recommended for this call before Unit 200 because Unit 100 has the attribute of negotiator, which matches the complaint type, and Unit 200 does not.

4. The **Unit Response Count** is used by the dynamic run cards and for unit recommendations. Enter the maximum number of units that will be recommended for a call with this complaint type.

5. Click **Save** to save the record or **Close** to abandon un-saved changes. Either option will exit the record and return to the *Call Complaint Types* window.

Icons

When creating a complaint type, the initial status, priority, and call type are configured. This option allows an icon to be assigned to a complaint type.

1. Click on the **Icons** tab to assign an icon to this complaint type.

2. Click **Change** to select an image that will represent this complaint type on the map.

3. Browse to the location of the image, double-click on the file, or select the file, and then click **Open**.

   The new image will be displayed on the map when an incident with this complaint type is entered in CAD.

4. Click **Save** to save the record and return to the *Call Complaint Types* window.

Medical Instructions

When creating a complaint type, the initial status, priority, and call type are configured. This option allows medical instructions to be assigned to a complaint type.

1. Click on the **Medical Instructions** tab.

2. Click **Add** to assign previously defined medical instructions to this complaint type.

3. The *Medical Instructions* list appears. Click **Find** to search for the correct record. Once found, click **Select** to add the instruction to the complaint type.

   When an incident with this complaint type is entered in CAD, the dispatcher is notified that medical instructions are available.

4. Click **Save** to save the record and return to the *Call Complaint Types* window.

Standard Operating Procedures

When creating a complaint type, the initial status, priority, and call type are configured. This option allows standard operating procedures to be assigned to a complaint type.

1. Click on the **Standard Operating Procedures** tab.
2. Click **Add** to assign standard operating procedures to this complaint type.
3. The *Standard Operating Procedures* list appears. Click **Find** to search for the correct record. Once found, click **Select** to add to this complaint type.

   When an incident with this complaint type is entered in CAD, the dispatcher is notified that standard operating procedures are available.

4. Click **Save** to save the record and return to the *Call Complaint Types* list window.

Duplicate Complaint Types

When creating a complaint type, the initial status, priority, and call type are configured. This option allows duplicate complaint types to be assigned to indicate additional calls should be created. For example, an accident with injuries requires law enforcement and emergency medical personnel on-scene. Duplicate complaint types can be created to dispatch each type of required unit.

1. Click on the **Duplicates** tab.
2. Click **Add** to assign duplicate settings for this complaint type.
3. Select the complaint type using the ellipsis (**…**) to find the correct record. Once found, press **[Enter]** to select it. The priority and complaint status are automatically entered based on the complaint type.
4. Enter additional information as needed.
5. Click **Close**. When an incident with this complaint type is entered in CAD, a **COPY** button appears on the call allowing the dispatcher to create a duplicate call.
6. Click **Save** to return to the *Call Complaint Types* list window.

Automated Notifications

When creating a complaint type, the initial status, priority, and call type are configured. This option allows alert information to be sent to a configured list of people when a particular complaint type occurs. All notifications through this option are automatic and are sent via e-mail or a page.

1. Click on the **Automated Notifications** tab.
2. Click **Add** to set up a list of users for automatic notification when this complaint type is used.
3. Use the ellipsis (**…**) to select the **Sender** of the notification.
4. Enter the **Subject** line of the notification.
5. To configure the automatic notification as a page, use the ellipsis (**…**) to select the unit numbers that will receive the page. Paging configuration must be entered in the individual *Employee Master* profiles.
6. To configure the automatic notification as an e-mail, use the ellipsis (…) to lookup call numbers from *Employee Master*. Users have the ability to send notification to MCTs, Desktop, basic internet e-mail addresses, or a combination of the three.
7. The body of the e-mail can contain free text and/or a select list of fields from the incident record. It can also use a combination of free text and information from the incident.

   To pull information from a call, select the necessary information from the *Field Selection* panel and click the red arrow to move the field name into the *Notification Message* panel. Any information contained in this field on the *Call/Incident* window will be included in the notification message.
8. Click **Save**.

   When a dispatcher creates a call with this complaint type, any user assigned to the automatic notification list will be notified of the incident.
9. Click **Close** to return to the *Call Complaint Types* list window.

Manual Notification Lists

When creating a complaint type, the initial status, priority, and call type are configured. This option allows the creation of a list of users that can be notified manually from CAD. Depending on the alarm level of the call, the dispatcher will be able to manually send messages to this list of employees.

1. Click on the **Manual Notification Lists** tab to assign users to the notification list.

2. Click on **Add Alarm Level**.
3. Click on **Select List**. The *Call Notification Lists* window opens.
4. Select the desired list and press **[Enter]**.

   When a dispatcher creates a call with this complaint type and alarm level, the dispatcher is notified of lists available and can choose whether or not to manually notify those on the list.
5. Click **Save** to return to the *Call Complaint Types* list window.

- ✓ To set up a notification list go to the **Call Settings** menu and click **Notification List Configuration**.
- ✓ To view who will be notified, click **List Details**.
- ✓ Users can add multiple alarm levels and lists to each complaint type.

EMD Interfaces

1. Click on the **EMD Interfaces** tab to configure complaint types for the EMD interface.
2. Select the check box(es) to indicate the appropriate interface to be launched when the call complaint type is entered on a CAD call.

   If ProQA is being used, more than one check box may be selected. For example, if the complaint type is for Fire/EMS, select ProQA Medical and ProQA Fire. Then, when the complaint type is entered in CAD, the user has the option of which ProQA application to launch (i.e. Fire or Medical).
3. Click **Save** to return to the *Call Complain Types* list window.

Printing Complaint Types

1. On the **Call Settings** menu, point to **Call Complaint/Nature Configurations**, and then click **Call Complaint Types**.
2. Click **Print** to view a list of complaint codes.
3. Use the *Print Preview* to review the report. The report includes the complaint, quick key, call priority, alarm level and description.
4. When ready to print the report, click the **Print** icon.

Invalid Call Complaint Types

Complaint types are added to this list if any of the members of the associated notification list becomes invalid. They are removed from the list when the invalid information is removed or modified.

1. On the **Call Settings** menu, point to **Call Complaint/Nature Configurations**, then click **Invalid Incident Complaint Types**.
2. Double-click on a complaint type in the list, or highlight it and click **Edit** to open it.
3. Modify the notification settings under the **Automated Notifications** or **Manual Notification Lists** tabs.
4. When finished, click **Save**, then click **Close**.

Quick Incident Complaint Types

Quick Incidents allow dispatchers to quickly enter calls for special incidents such as traffic stops, warrant service, breaks, administrative calls, vessel stops, report writing, and chase. Use this option to assign the complaint type to each special incident. When a dispatcher creates an incident call for traffic stops, warrant service, etc., the correct complaint type, will automatically be assigned to the call.

1. On the **Call Settings** menu, highlight **Call Complaint/Nature Configurations**, then click on **Quick Incident Complaint Types**.
2. Assign a complaint type to each special incident. Use the ellipsis (**…**) to find the complaint type. Press **[Enter]** to select the complaint type.
3. Call **Priority** and **Initial Incident Status** are added to the record based on the complaint type selected.
4. Click **Close** to return to the main *CAD Configuration* window.

Call Complaint Status Types

Complaint status types are assigned to a call to indicate the status of the event. For example, a traffic stop call can be designated as "in progress." Other examples of status types may include busy, paperwork, and prisoner transport.

1. On the **Call Settings** menu, highlight **Call Complaint/Nature Configurations**, then click **Call Complaint Status Types**.
2. Click **Add** to enter a new call complaint status code.
3. Enter a brief description in the **Status Type** field.
4. Enter a **Quick Key** that can be used as a shortcut to bring up the status type.

5. Enter a **Description** for the complaint status code. For example, "1019" may be used as the **Status Type**, but the description is "Return to Office."
6. Click **Save** when finished. Click **Close** to cancel any unsaved changes.
7. Click **Close** again to return to the main *CAD Configuration* window.

Watch Order Complaint Types

Use this option to configure Watch Order complaint types that agencies use when creating an incident from a watch order.

1. On the **Call Settings** menu, highlight **Call Complaint/Nature Configurations**, then click **Watch Order Complaint Type**.
2. Select the default complaint type to be used when an incident is created from a watch order in CAD. Enter search criteria in the **Search Characters** field to find the desired complaint type. The search is performed on the *Complaint* column.
3. When the desired option has been found, double-click to select it or highlight it and click **OK**. The *Lookup* window closes immediately.

This complaint type is automatically assigned to incidents created from a watch order.

Notification List Configuration

Use this option to set up the notification lists associated with complaint types which have been configured for manual notification.

1. On the **Call Settings** menu, click **Notification List Configuration**.
2. Click **Add** to create a call notification list.
3. Enter a **Name** for this notification list.
4. Click **Add** again to add employees from *Employee Master*.
5. Search *Employee Master* using the filter options at the bottom.
6. Select an employee from the *Lookup* window and press **[Enter]** to add to the notification list.
7. Add as many employees as needed, repeating steps 4 through 6.
8. Click **Save & Close** when the list is complete.
9. Click **Close** when finished configuring all notification lists.

Call Disposition Configurations

Call disposition codes are used to gather statistics when incident call records are closed and archived. A primary disposition code is assigned to each call to indicate the outcome of the call, such as the type of offense or complaint. Each call can have up to six disposition codes. Disposition codes are user defined according to agency specifications.

Call Disposition Code Format

1. On the **Call Settings** menu, highlight **Call Disposition Configurations**, then click **Call Disposition Code Format**.
2. Select the format for each disposition code from its corresponding drop-down list. Format options include XX-X, X-XX, and XXXX. When a disposition code is entered in CAD, the number will be automatically formatted based on the formats selected here.
3. If all six disposition codes are not required on every call, indicate which disposition codes can be left blank by checking **Allow User to Leave Blank** for that code number.
4. Click **Save & Close** when finished.

Call Disposition Codes

Each call can have up to six disposition codes which are used to gather statistics. A primary disposition code is assigned to each call to indicate the outcome of the call, such as the type of offense or complaint.

Call Disposition Code 1

1. On the **Call Settings** menu, highlight **Call Disposition Configurations**, then click **Call Disposition Code 1**.
2. Click **Add** to set up the primary disposition code.
3. Enter the disposition **Code** in the assigned format. The format appears in brackets on the title bar of the window.
4. Enter a **Description** for this disposition code to indicate what type of offense or complaint the call involved.
5. Enter up to five charges or ordinances that apply to this offense or incident type. These charges will be added to the offense report created from a call with this primary disposition code.

   These charges do not have to be exact. For example, `893` can be entered as the charge number to include any subsection of the 893 charge (893.01, 893.02, etc.). The exact charge can be assigned to the offense report manually.

6. If this code should be included in analysis reports, place a check beside **Include This Disposition Code in Analysis Reports**.

7. Indicate whether this is law enforcement, fire department, or emergency medical services disposition code by selecting the appropriate check box.

8. If the agency is recording UCR codes for each incident, select the UCR code associated with this disposition code. Use the ellipsis (**…**) to find the code and, once it has been found, press **[Enter]** to select it.

   Leave this field blank if the disposition code does not have an associated UCR code.

9. Click **Save** when finished with this code.

10. Click **Close** when finished setting up the primary disposition codes to return to the main *CAD Configuration* window.

Call Disposition Codes 2 through 6

1. On the **Call Settings** menu, point to **Call Disposition Configurations**, and then click **Call Disposition Code 2** to set up the second disposition code list.

2. Click **Add** to set up the secondary level of disposition codes.

3. Enter the disposition **Code** in the assigned format. The format appears in brackets on the title bar of the window.

4. If this code should be included in analysis reports, place a check beside **Include This Disposition Code in Analysis Reports**.

5. Enter a **Description** for this disposition code.

6. If the agency is recording UCR codes for each incident, select the UCR code associated with this disposition code. Use the ellipsis (**…**) to find the code and, once found, press **[Enter]** to select it.

   Leave this field blank if the disposition code does not have an associated UCR code.

7. Click **Save** when finished with this code.

8. Repeat steps 2 through 7 until the list of disposition codes is complete.

9. Continue the same steps for Disposition Codes 3 – 6.

10. Click **Close** when finished setting up all disposition codes and return to the main *CAD Configuration* window.

Call Disposition Code Report

Report information includes the code and description for each disposition code.

1. On the **Call Settings** menu, highlight **Call Disposition Configurations**, then click **Call Disposition Code Report** to print a list of disposition codes.
2. Use the **Print Preview** to review the disposition code report.
3. When ready to print the report, click the **Print** icon.
4. Click **Close** when finished.

- ✓ The UCR Code selection field is only visible if **Enable UCR Codes** is checked under Primary Functionality Configuration.
- ✓ Disposition codes should alternate between alpha codes and numeric codes for clarity in giving them over a voice radio system. For example, if disposition code 1 is numeric, then disposition code 2 should be alphabetic, disposition code 3 should be numeric, etc.

Call Note Quick Key Configuration

Using this option, quick keys can be created to facilitate rapid note entry. Instead of typing an entire note, the dispatcher enters a quick key and the associated text will be added to the call as a note. For example, the quick key FIRE is assigned to the note "Notified Fire Dispatch." When FIRE is entered as a note, the entire note "Notified Fire Dispatch" is added to the call. The same quick keys are available for both call notes and call administrative notes.

1. On the **Call Settings** menu, click **Call Note Quick Key Configuration**.
2. Click **Add** to create quick keys for call notes.
3. Enter a unique **Quick Key** for this note.
4. In the **Description** field, enter the note that will be entered on a call record when this quick key is entered.
5. Click **Save** to save the record.
6. Click **Close** when the list is complete.

Unit Log Timestamps Types Configuration

Use this option to set up quick keys for specialized timestamp types that are used in SmartCAD to document special circumstances.

1. On the **Call Settings** menu, click **Unit Log Timestamps Types Configuration**.
2. Click **Add** to create quick keys for call activity log specialized timestamps.
3. Enter a unique **Quick Key** for this timestamp.
4. In the **Description** field, enter the call activity description that will be entered on a call record when this quick key is entered.
5. Click **Save** to save the record.
6. Click **Close** when your list is complete.

Demographic Data Collection Configurations

These codes are used to record specific information relating to traffic stops: subject details, reason for the stop, actions taken, whether or not a search was made, and results of the search. When a call/incident record is marked as a traffic stop, a special disposition code window appears where these codes can be entered. This information is then tracked for reporting.

In addition to setting up these codes, two things must be done to capture traffic stop data:

1. Ensure **Enable Demographic Statistical Information** is checked in Master Settings.
2. Assign a complaint type to the traffic stop (Quick Incident Complaint Types option).

Collecting Demographic Data

Depending on the complaint type, some calls cannot be closed until certain details about the incident (subject race, gender, age, reason for contact, enforcement action, and others) are entered. These details are used for statistical reporting for the agency and by individual users. Data reporting captures the interrelationship between contacts with the public and the race of subjects.

In order to implement demographic data collection, the following must be done:

1. Ensure **Enable Demographic Statistical Collection** is checked on the **Special Data Collection** tab of Primary Functionality Configuration in Master Settings.
2. Ensure **Collect Demographic Statistics when coding calls** is checked on the **General Configuration** tab on the desired complaint types within the Call Complaint Types configuration in Call Settings.
3. Ensure all demographic data collections codes have been set up on the **Demographic Data Collection Configurations** option of **Call Settings**.

Once configured, demographic data codes can be printed for reference. Go to the **Call Settings** menu, highlight **Demographic Data Collection Configurations**, then click **Code Report**.

Race & Sex of Subject

1. On the **Call Settings** menu, highlight **Demographic Data Collection Configurations**, then click **Race & Sex of Subject**.
2. Click **Add** to set up codes for the race and sex of subjects.
3. Enter a one-character **Code**.
4. Enter a brief **Description** for the subject.
5. Click **Save** to keep the record or **Close** to abandon unsaved changes and return to the *Race & Sex of Subject* list.
6. Click **Close** to return to the main *CAD Configuration* window.

Reason for Contact with Subject

1. On the **Call Settings** menu, point to **Demographic Data Collection Configurations**, and then click **Reason for Contact with Subject**.
2. Click **Add** to set up codes that reflect the reason for contact with the subject.
3. Enter a one-character **Code**.
4. Enter a brief **Description** for the contact reason.
5. Click **Save** to keep the record or **Close** to abandon unsaved changes and return to the *Reason for Contact with Subject* list.
6. Click **Close** to return to the main *CAD Configuration* window.

Primary Enforcement Action

1. On the **Call Settings** menu, highlight **Demographic Data Collection Configurations**, then click **Primary Enforcement Action**.
2. Click **Add** to set up codes related to primary enforcement actions taken.
3. Enter a one-character **Code**.
4. Enter a brief **Description** for the action taken.
5. Click **Save** to keep the record or **Close** to abandon unsaved changes and return to the *Primary Enforcement Action* list.
6. Click **Close** to return to the main *CAD Configuration* window.

Rationale for Search

1. On the **Call Settings** menu, highlight **Demographic Data Collection Configurations**, then click **Rationale for Search**.
2. Click **Add** to set up codes related to a vehicle search.
3. Enter a one-character **Code**.
4. Enter a brief **Description** for the search rationale.
5. Click **Save** to keep the record or **Close** to abandon unsaved changes and return to the *Rationale for Search* list.
6. Click **Close** to return to the main *CAD Configuration* window.

Results of Search

1. On the **Call Settings** menu, highlight **Demographic Data Collection Configurations**, then click **Results of Search**.
2. Click **Add** to set up codes that reflect search results.
3. Enter a one-character **Code**.
4. Enter a brief **Description** for the search results.
5. Click **Save** to keep the record or **Close** to abandon unsaved changes and return to the *Results of Search* list.
6. Click **Close** to return to the main *CAD Configuration* window.

Log Message Type Configuration

1. On the **Call Settings** menu, click **Log Message Type Configuration**.
2. Click **Add** to create a new log message type. The most common types of logged messages, such as Road Closures or Checkpoints, are created by default.
3. Enter the **Type** of message to be logged in CAD.
4. A quick key may also be created for this message type. If such is desired, enter it in the **Quick Key** field. When this quick key is used in *SmartCAD*, the designated log type is assigned to the log message.
5. Click **Save** to save the record or **Close** to abandon changes and return to the *Log Message Configuration* window.
6. Select the default log message type to use when adding a new entry. Use the ellipsis (**…**) to find the desired type. When found, press **[Enter]** to select it.
7. Click **Close** when the list is complete.

Radio Log Types

1. On the **Call Settings** menu, click **Radio Log Types**.
2. Click **Add** to create a radio log type.
3. Enter a unique log **Type ID**.
4. Enter a unique **Quick Key**.
5. Enter a unique **Description**.
6. Place a check beside **Can be Marked Read** if the records of that type can be marked as read. Selecting **Can be Marked Read** allows the user to suppress selected radio log records for the current session. The record will be removed from view on the workstation for the user's current session; it is not deleted. When the user logs out and then logs back in, the radio log records are once again visible.
7. Click **Save** when finished.
8. Click **Close** when the list is complete.

- ✓ The radio log type list may be filtered, if needed. Filter options include **Type**, **Quick Key**, and **Description**. Enter the necessary filter criteria and click **Filter**. To remove the filter, click **Clear Filter**.
- ✓ Entering % in the filter criteria acts as a wildcard. Entering _ in the filter criteria acts as a single character wildcard.

ICM (Inter-CAD Messaging) Types

1. On the **Call Settings** menu, click **ICM (Inter-CAD Messaging) Types**.
2. Click **Add** to enter the types of ICM the agency will use.
3. Enter a unique **Type**.
4. Enter a unique **Description** for this type of ICM.
5. Select the **Priority** for this message type from the drop-down list.
6. Place a check beside **Public?** if this message type should be available for public use.
7. Click **Save** when finished.
8. Click **Close** when the list is complete.

- ✓ The message type list may be filtered, if needed. Filter options include **Type**, **Description**, **Priority**, and **Public Availability**. Enter the filter criteria to be applied and click **Filter**. To remove the filter, click **Clear Filter**.
- ✓ Entering % in the filter criteria acts as a wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Medical Instructions Configuration

1. On the **Call Settings** menu, click **Medical Instructions Configuration**.
2. Click **Add** to set up medical instructions that can be referenced within *SmartCAD*.
3. The MED number is automatically assigned. Enter any other reference number in the **Other Number** field, if available.
4. Enter the **Description** to identify this medical record.
5. Enter the details for this record. If this medical instruction is linked to a call complaint type, it appears on the right side of the window.
6. Click **Save** to save the record or **Close** to abandon unsaved changes.
7. Click **Close** when finished.

- ✓ To print an individual medical record, open the record and click **Print**.
- ✓ To print all medical records, click **Print All** on the *Medical Instructions Configuration* window.
- ✓ Once configured, any complaint types linked to the medical instructions are listed on the record.

Standard Operating Procedures Configuration

1. On the **Call Settings** menu, click **Standard Operating Procedures Configuration**.
2. Click **Add** to set up standard operating procedures that can be referenced within *SmartCAD*.
3. The SOP number is automatically assigned. Use the **Other Number** field to enter a previous number or any other type of reference for this SOP.
4. Enter the **Description** to identify this procedure.
5. Enter detailed information and instructions in the **Details** section.

6. Click **Save** to save the record or **Close** to abandon unsaved changes.
7. Click **Close** when the list is complete.

- ✓ To print an individual record, open the record and click **Print**.
- ✓ To print all records, click **Print All** on the *Standard Operating Procedures Configuration* window.
- ✓ Complaint types linked to this SOP are listed on the right hand side of the window for easy reference.

Subject Configurations

Subjects in *SmartCAD* are used to designate the involvement of each linked person and their physical state.

Subject Type

1. On the **Call Settings** menu, highlight **Subject Configurations**, then click **Subject Type**.
2. Click **Add** to create subject types.
3. Enter the **Subject Type** and click **Save**. Click **Close** to abandon changes.
4. Click **Close** when the list is complete.

Subject Activity

1. On the **Call Settings** menu, highlight **Subject Configurations**, then click **Subject Activity**.
2. Click **Add** to create subject activity types.
3. Enter the **Subject Activity** and click **Save**. Click **Close** to abandon changes.
4. Click **Close** when the list is complete.

Subject Injury Type

1. On the **Call Settings** menu, highlight **Subject Configurations**, then click **Subject Injury Type**.
2. Click **Add** to create subject injury types.
3. Enter the **Subject Injury Type** and click **Save**. Click **Close** to abandon changes.
4. Click **Close** when the list is complete.

Subject Fatality Type

1. On the **Call Settings** menu, highlight **Subject Configurations**, then click **Subject Fatality Type**.
2. Click **Add** to create fatality types.
3. Enter the **Subject Fatality Type ID**.
4. Enter the **Description** and click **Save**. Click **Close** to abandon changes.
5. Click **Close** when the list is complete.

Quick Calls Configuration

When an officer makes a traffic stop, a traffic stop call is created in CAD. This option allows the user to select the order in which the information is entered.

1. On the **Call Settings** menu, click **Quick Calls Configuration**.

   For each quick incident type, configure the order in which the data entry panels (complainant, unit, or address information) should appear.

2. Double-click on a quick incident type or select the quick incident type and click **Edit**.
3. Select the panel to be repositioned and click **Up** or **Down** as needed.

   Unit Information, **License Plate Information**, and **Vehicle Description** panels provide the opportunity to rearrange fields within each panel using a different pair of **Up** and **Down** buttons.

4. Click **Save** when panel and field orders have been organized as needed. Click **Close** to abandon unsaved changes.
5. Click **Close** when finished.

Vessel Stop Configuration

1. On the **Call Settings** menu, click **Vessel Stop Configuration** to select the order that vessel information is entered in CAD.
2. Enter the **Default State** to be entered for vessels.
3. Select the **Default Complaint Type for Vessel Stop** from the drop-down list.
4. Indicate the order in which vessel stop information should be entered in CAD. Select 1, 2, or 3 for each item: **Vessel Registration**, **Vessel Description**, and **Stop Location**.
5. Click **Save** to save the settings. Click **Close** to abandon unsaved changes.

Vehicle Configuration

This section provides the opportunity to configure the appearance of fields within the data panels of a CAD incident.

Vehicle Type

1. On the **Call Settings** menu, highlight **Vehicle Configurations**, then click on **Vehicle Type**.
2. Click **Add** to create vehicle types (such as late model, antique, etc.).
3. Enter the **Vehicle Type** and click **Save**. Click **Close** to abandon unsaved changes.
4. Click **Close** when the list is complete.

Vehicle Activity

1. On the **Call Settings** menu, highlight **Vehicle Configurations**, then click on **Vehicle Activity**.
2. Click **Add** to create vehicle activity types (such as DUI, speeding, or reckless driving).
3. Enter the **Vehicle Activity** type and click **Save**. Click **Close** to abandon unsaved changes.
4. Click **Close** when the list is complete.

Crash Type

1. On the **Call Settings** menu, highlight **Vehicle Configurations**, then click on **Crash Type**.
2. Click **Add** to set up frequently used crash types (such as hit & run, single vehicle, or two-vehicle).
3. Enter the **Crash Type** and click **Save**. Click **Close** to abandon unsaved changes.
4. Click **Close** when the list is complete.

Advanced Crash Attributes

1. On the **Call Settings** menu, highlight **Vehicle Configuration**, then click on **Advanced Crash Attributes**.
2. Click **Add** to create crash collision attributes (such as collision fire, hazmat, jaws of life, etc.).
3. Enter the **Attribute** and click **Save**. Click **Close** to abandon changes without saving.
4. Click **Close** when the list is complete.

Wrecker Configuration

Wrecker Companies

1. On the **Call Settings** menu, highlight **Wrecker Configuration**, then click on **Wrecker Companies**.
2. Click **Add** to set up towing and wrecker companies.
3. Enter the **Company** name, **Company ID**, **Address**, **Day Phone Numbers**, **Night Phone Numbers**, and **Contact** person.
4. Select the **Service Area/Zone** for this wrecker company. Use the ellipsis (**…**) to find the service area/zone. When the correct zone is found, press **[Enter]** to select it.
5. Select the **Service Type/Class** for this wrecker company. Use the ellipsis (**…**) to find the service type/class. When the correct type/class has been found, press **[Enter]** to select it.
6. If this company will be used by a specific agency, select the **Service Agency** from the drop-down list. Leave this field blank to make this wrecker company available for agency rotation.
7. Enter the number of this type of wrecker available from this company in the given zone in the **Wrecker Count** field.
8. The **Last Incident** field shows the last CAD incident on which this wrecker was utilized.
9. The **Last Used On** field displays the last date/time the wrecker was requested or used on rotation.
10. The **Last Rotation Usage** indicates when this company was last rotated. Tows that are requested for this company do not change the rotation order for this company.
11. Click **Save** when finished. Click **Close** to abandon unsaved changes.
12. Press **[Esc]** when the list is complete.

- ✓ A record can be quickly duplicated by clicking **Duplicate**. A new wrecker company record appears with the same information as the original record. Change the information as needed. For example, if this company also services another service are, change the **Service Area/Zone**.
- ✓ The wrecker company list may be filtered, if needed. Filter options include **Company Name**, **Company ID**, **Area**, **Class**, **Last Rotation Incident Number**, **Wrecker Count**, **Inactivated Companies**, and **Date Range**. Enter or select the filter criteria to be applied and click **Filter**. To remove the filter, click **Clear Filter**.
- ✓ Entering % in the filter criteria acts as a wildcard. Entering _ in the filter criteria acts as a single character wildcard.
- ✓ Tow companies are sorted by area, class, and rotation order by default. To apply a different sort order, press **[F4]**. Each time **[F4]** is pressed, another sort order is applied. The current sort order is indicated at the bottom of the window and gray shading on the grid.
- ✓ To find a specific company, press **[F5]**. The search is made on the selected sort order.
- ✓ To remove a wrecker company from the tow rotation list, select the wrecker company and click **Inactivate (Delete)**. The wrecker company is marked as inactive and appears on the list with a strikethrough. To reactivate the wrecker company, select the company and click **Reactivate (Undelete)**.

Tow Service Area

1. On the **Call Settings** menu, highlight **Wrecker Configurations**, then click **Tow Service Area**.
2. Click **Add** to set up tow service areas.
3. Enter an abbreviation for the **Service Area**.
4. Enter a **Description** of the area.
5. Click **Save** to save the record. Click **Close** to abandon changes.
6. Click **Close** when the list is complete.

Tow Service Type

1. On the **Call Settings** menu, highlight **Wrecker Configurations**, then click **Tow Service Type**.
2. Click **Add** to set up the types of tow service available.
3. Enter an abbreviation for the **Service Type**.

4. Enter a **Type Description** for the service type.
5. Click **Save** to save the record. Click **Close** to abandon changes.
6. Click **Close** when the list is complete.

UCR Codes

If the agency is recording UCR codes for each incident, use this option to set up UCR Codes. Once configured, UCR codes can be assigned to disposition codes.

Note: This option is only visible if **Enable UCR Codes** is checked under Primary Functionality Configuration.

1. On the **Call Settings** menu, click on **UCR Codes**.
2. Click **Add** to create a UCR code.
3. Enter the **UCR Code**.
4. Enter a **Description** for the code.
5. Click **Save** when finished. Click **Close** to abandon changes.
6. Click **Close** when finished entering UCR codes to return to the main *CAD Configuration* window.

Hydrant Configuration

1. On the **Call Settings** menu, click **Hydrant Configuration**.
2. Click **Add** to set up the location of water hydrants.
3. Enter a **Description** for the hydrant.
4. Place a check beside **In Service** if the hydrant can be used so it will be displayed on the map in CAD.
5. Enter the **Latitude** and **Longitude** for the hydrant in the fields provided.
6. Enter the **Flow Rate** of the hydrant (i.e. the amount of water that can flow in a set amount of time).
7. Enter the **Water Main** that feeds the hydrant.
8. Enter the **Water Main Size**.
9. Enter the **Color** of the hydrant.
10. Click **Save** to save the record. Click **Close** to abandon changes.
11. Click **Close** when the list is complete.

Domicile Configuration

1. On the **Call Settings** menu, click **Domicile Configuration**.
2. Click **Add** to set up domicile types.
3. Enter a description for the **Domicile Type**.
4. Click **Save** to save the record. Click **Close** to abandon changes.
5. Click **Close** when your list is complete.

Cause of Fire Configuration

1. On the **Call Settings** menu, click **Cause of Fire Configuration**.
2. Click **Add** to set up cause of fire types.
3. Enter a description for the **Cause of Fire**.
4. Click **Save** to save the record. Click **Close** to abandon changes.
5. Click **Close** when the list is complete.

Unit Settings

Run Cards

Run cards are assigned to complaint types, geographic areas, and/or attributes. There are two types of run cards: Dynamic and Static.

Dynamic run cards are created with a list of attributes and linked to complaint types and geographic areas. Run cards are activated by a call having matching attributes of the run card. The geo areas used for comparison are based on the run card type. For example, if the run card type is Law, then Law sub areas are used. If the run card is Fire, then Fire sub areas are used. If the run card is EMS, then EMS sub areas are used.

Static run cards are created with detailed unit suggestions. Units appear in positions ordered by availability. If a unit is unavailable, the unit from the static run card will not show in the selection. If a geographic area or complaint type entered on a call matches a run card, the dispatcher is notified that a run card exists.

Displaying Run Cards in CAD

SmartCAD will check the complaint type and geographic area on a call in the following order to see if a run card exists:

1. Complaint Type, Dispatch Area, and Law/Fire/EMS Sub Geo 1, 2, and 3
2. Complaint Type, Dispatch Area, and Law/Fire/EMS Sub Geo 1 and 2
3. Complaint Type, Dispatch Area, and Law/Fire/EMS Sub Geo 1
4. Complaint Type and Dispatch Area
5. Complaint Type

Dynamic Run Cards

1. On the **Unit Settings** menu, click on **Run Cards**.
2. Click **Add Dynamic** to create dynamic run cards to assist in correct unit recommendations.
3. On the **General** tab, enter a **Name** for this run card.
4. Select the responding agency type (Law, Fire, or EMS) from the **Category** drop-down list.
5. Enter the geographic areas for which this run card will be used. Use the ellipses (**…**) to find the geo areas. When the correct area is found, highlight it press **[Enter]** to select it or double-click on it.

Enter four asterisks (* * * *) in the **Geo Areas** field to include all geographic areas.

6. Select the alarm level for this run card. Alarm levels are used to identify individual entries for any one complaint.

7. Select the days to which this run card applies. Run card activation is determined by the day of the week filter. Users can configure a run card to be available every day, week days only, weekends only, or specific days of the week. Check boxes for individual days are only available when *Specific* has been selected.

8. Select **Applies only to times between** if the agency desires to filter run cards by time.

9. Enter a **Beginning Time** and **Ending Time** for the individual run card in the fields provided. The run card will only appear when the current time is between the beginning and ending times specified.

10. Place a check beside **Active** to allow the run card to be used.

11. Enter any **Special Instructions** for this run card in the field provided.

12. Select the **Linked to Complaint Types** tab to link a single run card to multiple complaint types.

13. Select a complaint type from the list on the left and click the right arrow to link the complaint type to this run card. To add multiple complaint types to a single run card, hold down the **[Ctrl]** key and select the complaint types. Then, click the right arrow to link them to this run card. Click **Add All** to link all complaint types to this run card.

14. Select the **Details** tab to configure details such as unit recommendations, geographic area filters, and attributes.

15. Select the **Order of Preference for Unit Recommendations**. The **Number of Attributes Matched** and **Distance from Incident** can be set so that either can precede the other when the recommendation engine orders the suggested units. Specify either 1 or 2 to set this order.

    For example, if the unit search engine should recommend units based on matching attributes before it recommends units based on distance from the incident, place a 1 in the Number of Attributes Matched field and a 2 in the Distance from Incident field.

16. Place a check beside **Filter Unit Recommendations using Geo Areas** to filter out non-related geographic areas and aid in unit recommendations. Leave the option un-checked to ignore the geographic area of a call in relation to the geographic location of a unit.

17. Attributes can be added to the dynamic run card to assist in the correct unit recommendations being made. The attributes added to the run card are attributes needed to fulfill the requirements of the complaint. Units with a higher number of matching attributes will be suggested before units without any matching attributes.

    a. Click **Add** to select the attributes needed to fulfill the requirements of this complaint type.

    b. Double-click an attribute or select it and press **[Enter]** to add it to the list.

    c. Add as many attributes as necessary.

    d. Press **[Esc]** when finished adding attributes.

18. Click **Save & Close** when finished creating this run card.

- ✓ Unit attributes are added in *Employee Master*.
- ✓ Units with a higher number of matching attributes will be recommended before units without any matching attributes.

Static Run Cards

1. On the **Unit Settings** menu, click **Run Cards**.
2. Click **Add Static** to create static run cards to assist in the correct unit recommendations.
3. On the **General** tab, enter a **Name** for this run card
4. Select the responding agency type (Law, Fire, or EMS) from the **Category** drop-down list.
5. Enter the geographic areas for which this run card will be used. Use the ellipses (**…**) to find the geo areas. When the correct area is found, highlight it press **[Enter]** to select it or double-click on it.

   Enter four asterisks (* * * *) in the **Geo Areas** field to include all geographic areas.
6. Select the alarm level for this run card. Alarm levels are used to identify individual entries for any one complaint.
7. Select the days to which this run card applies. Run card activation is determined by the day of the week filter. Users can configure a run card to be available every day, week days only, weekends only, or specific days of the week. Checkboxes for individual days are only available when *Specific* has been selected.
8. Select **Applies only to times between** if the agency desires to filter run cards by time.

9. Enter a **Beginning Time** and **Ending Time** for the individual run card in the fields provided. The run card will only appear when the current time is between the beginning and ending times specified.
10. Place a check beside **Active** to allow the run card to be used.
11. Enter any **Special Instructions** for this run card in the field provided.
12. Select the **Linked to Complaint Types** tab to link a single run card to multiple complaint types.
13. Select a complaint type from the list on the left and click the right arrow to link the complaint type to this run card. To add multiple complaint types to a single run card, hold down the **[Ctrl]** key and select the complaint types. Then, click the right arrow to link them to this run card. Click **Add All** to link all complaint types to this run card.
14. Click on the **Details** tab to configure unit recommendations for this run card.
15. Click **EmpMast Lookup** to assign a unit to the selected position (Unit 1, Unit 2, etc.).
16. Double-click on the desired unit from the *Lookup* window or select it and press **[Enter]** to assign the unit to the selected position.

    Add as many units as needed.
17. Click **Save & Close** when finished configuring the run card.
18. Click **Close** to return to the main *CAD Configuration* window.

- ✓ Click **Add Position** to add additional positions. Static run card positions are unlimited. However, once the 20th unit is placed on a call, the remaining positions on the run card are ignored.
- ✓ Click **Add Depth** to add alternate unit positions. The depth of the run card is unlimited.
- ✓ The *Primary Unit* column contains the first set units to assign to the given run card. *Alternate Unit* columns are available for backup configurations if the primary units are not available. *Unit 1*, *Unit 2*, etc. are reflected in the unit position on the CAD call.

Secondary Statuses

Secondary statuses are used in CAD when placing units on duty or changing a unit's status to track time, mileage, and activity of officers. They can also be used for the purpose of off duty employment.

1. On the **Unit Settings** menu, click **Secondary Statuses**.
2. Click **Add** to create secondary unit statuses.
3. Enter the **Status** in the field provided.
4. If applicable, place a check beside **Default** to indicate this status can be used to automatically populate for a unit's secondary status when it is placed on duty. There can be only one default status at any time.
5. If applicable, place a check beside **Mileage Required** to indicate that starting and ending mileage must be documented for this status.
6. Click **Save** to save the record. Click **Close** to abandon changes.
7. Click **Close** when the list is complete.

- ✓ Secondary statuses can be deactivated or reactivated, as needed.
- ✓ Place a check beside **Show Inactive** on the *Unit Secondary Statuses* window to display secondary statuses that have been deactivated.

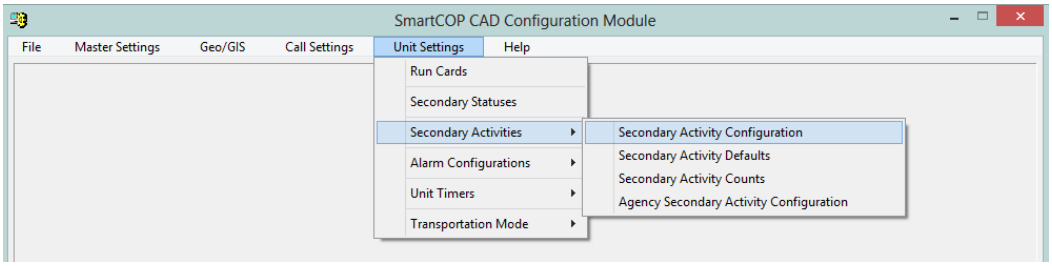
Secondary Activities

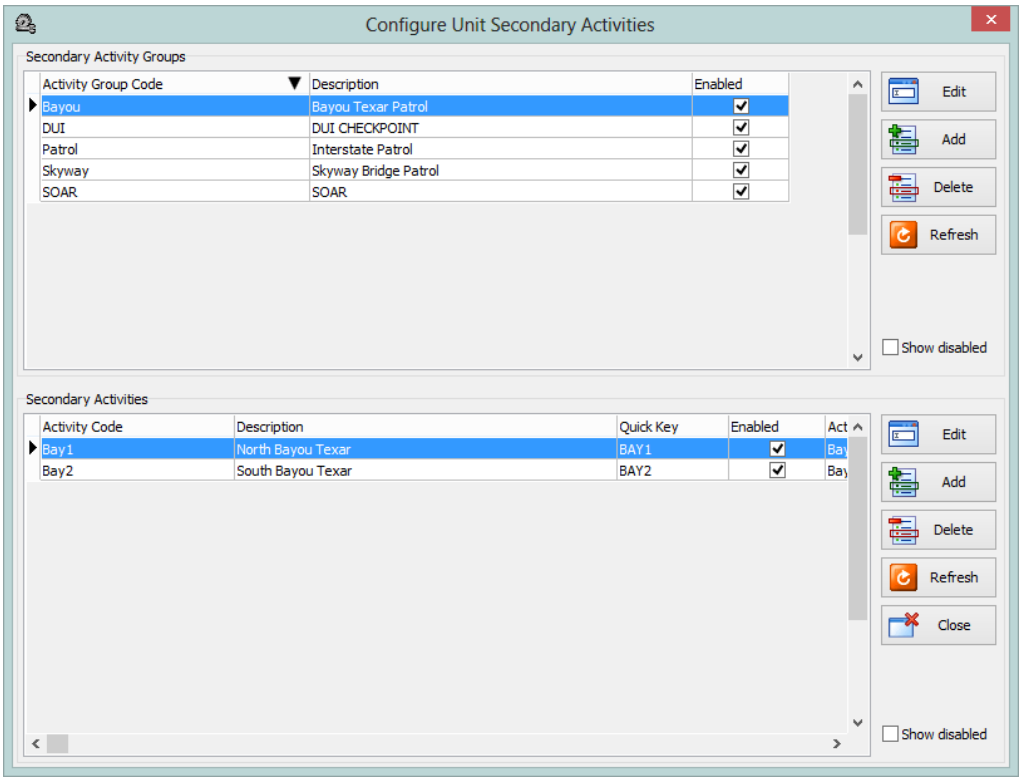
This option is used to assign secondary activities for units when they are brought on duty or change statuses during the tour of duty. It also allows the agency to add unit activity groups and unit activities in CAD.

Secondary Activities will need to be enabled on **Primary Functionality's** *General Functionality* tab prior to configuration.

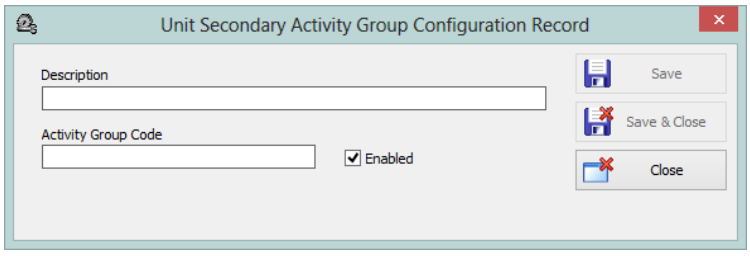
Secondary Activity Configuration

On the **Unit Settings** menu, highlight **Secondary Activities**, and then click on **Secondary Activity Configuration.**





Adding a Secondary Activity Group Type

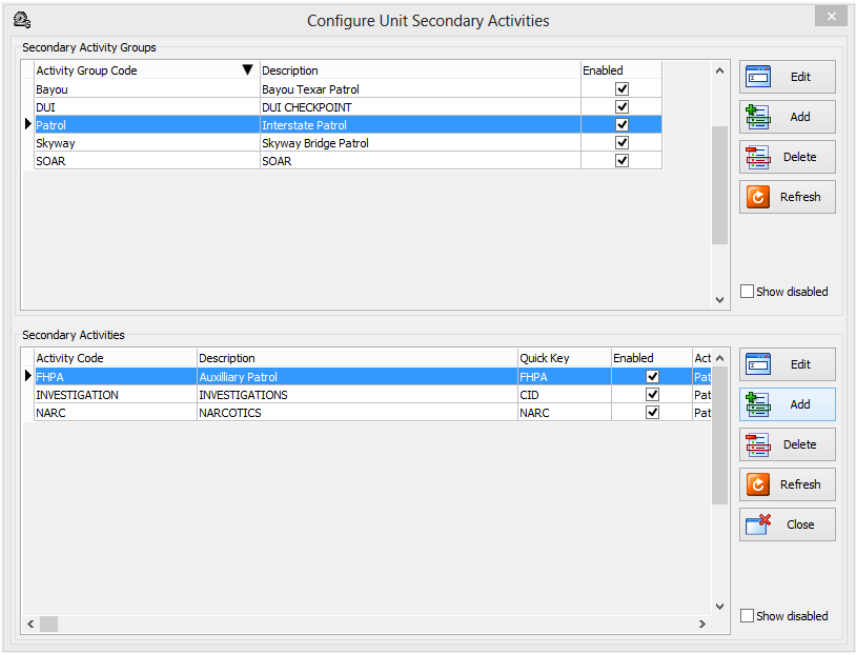


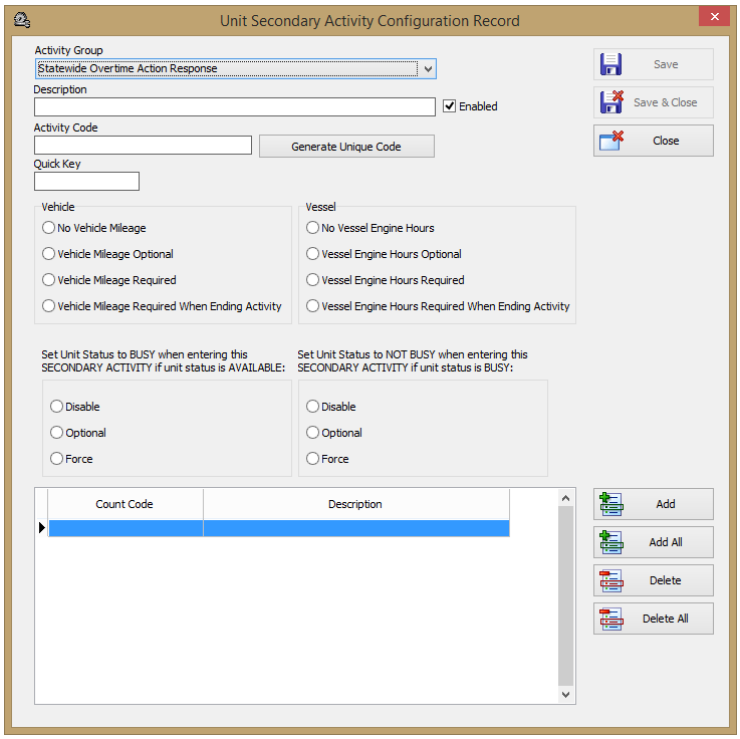
1. Click **Add** button to the right of the top pane.
2. Enter the Activity **Description**.
3. Enter the **Activity Group Code**.

4. Ensure **Enabled** is checked, if appropriate.
5. Click **Save & Close**.

Adding Secondary Activities to a Secondary Activity Group Type

Once the Secondary Activity Group has been created, the Agency can list multiple Secondary Activities associated to that Group type.





1. Highlight the correct Activity Group Type in the *Activity Groups* grid.
2. Click **Add** to the right of the *Secondary Activities* grid on the bottom half of the window.
3. The **Activity Group** field automatically populates with the group selected prior to creating the new activity. Ensure the correct Activity Group is selected.
4. Enter the Activity **Description**
5. Click Generate Unique Code to create a unique Activity Code. This is used in the database to refer to the activity.
6. Enter the Activity **Quick Key**.
7. Select the appropriate **Vehicle** or **Vessel** requirement.
    a. Vehicle
        1) **No Vehicle Mileage** – The user will not be prompted to enter Vehicle mileage to begin or end the activity.
        2) **Vehicle Mileage Optional** – The user will not be required to enter Vehicle Mileage to begin or end the activity. However, the user will have the ability, if they choose to do so.
        3) **Vehicle Mileage Required** – The user will be required to enter Vehicle Mileage to begin and end the activity.
        4) **Vehicle Mileage Required when Ending Activity** – The user will be required to enter Vehicle Mileage when ending the activity.
    b. Vessel
        1) **No Vessel Engine Hours** – The user will not be prompted to enter Engine Hours to begin or end the activity.
        2) **Vessel Engine Hours Optional** - The user will not be required to enter Engine Hours to begin or end the activity. However, the user will have the ability, if they choose to do so.
        3) **Vessel Engine Hours Required** – The user will be required to enter Engine Hours to begin and end the Activity.

4) **Vessel Engine Hours Required when Ending Activity** – The user will be required to enter Engine Hours when ending the activity.

8. Assign a unit status change when entering the activity.

    a. Set Unit Status to BUSY, if unit status is AVAILABLE

        1) **Disable** – If the unit is *Available* when entering this activity, no change will be made to its status.

        2) **Optional** – If the unit is *Available* when entering this activity, the option will be given to change the status to *Busy*.

        3) **Force** – If the unit is *Available* when entering this activity, its status will be changed to *Busy*.

    b. Set Unit Status to NOT BUSY, if unit status is BUSY.

        1) **Disable** – If the unit is *Busy* when entering this activity, no change will be made to its status.

        2) **Optional** – If the unit is *Busy* when entering this activity, the option will be given to change the status to *Not Busy*.

        3) **Force** – If the unit is *Busy* when entering this activity, its status will be changed to *Not Busy*.

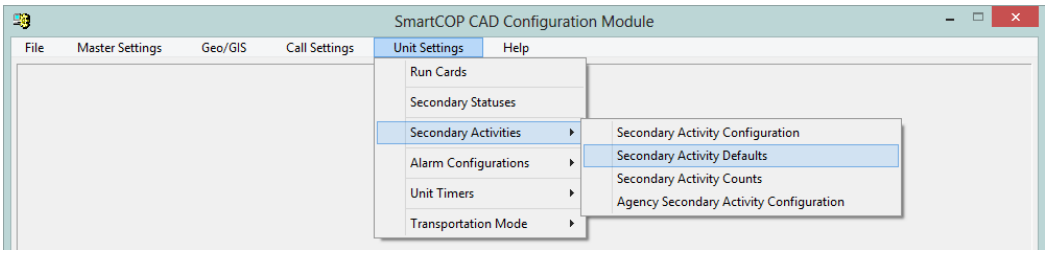
9. Add associated Count Types, if required.

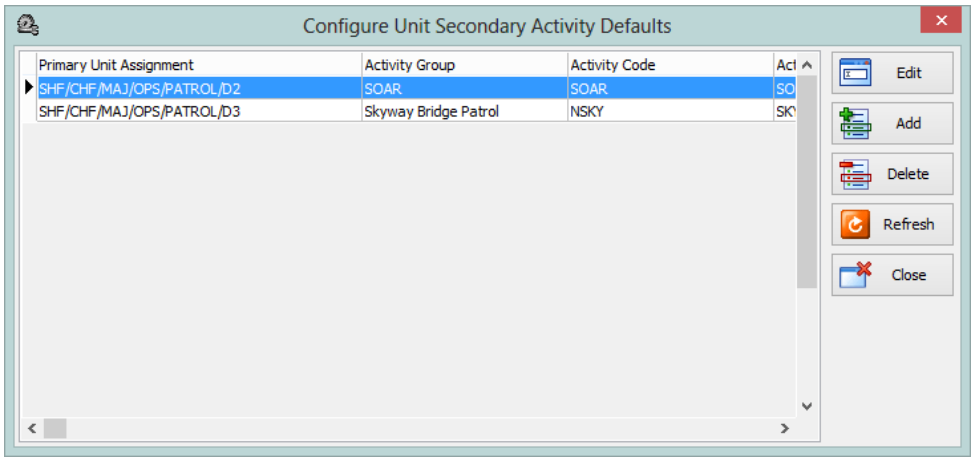
10. Click **Save and Close**.

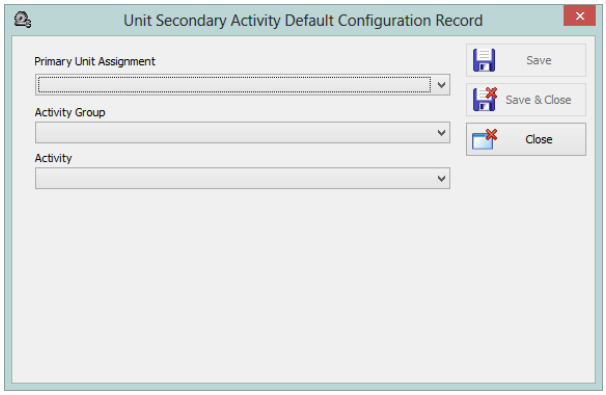
Configuring Secondary Activity Defaults

Default Secondary Activity statuses can be assigned according to Primary Unit Assignment.

Ensure the Primary Unit Assignment is set correctly in *Employee Master* (EmpMast.exe) before proceeding.



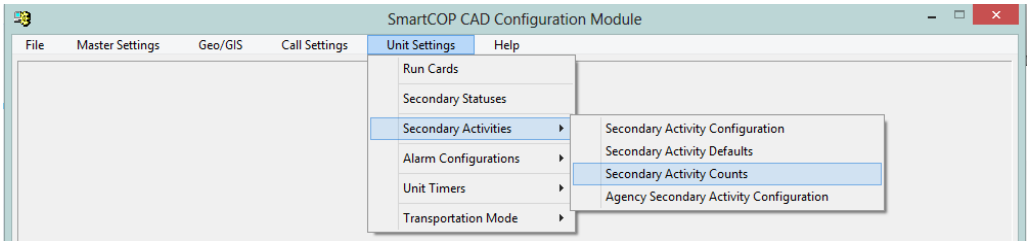


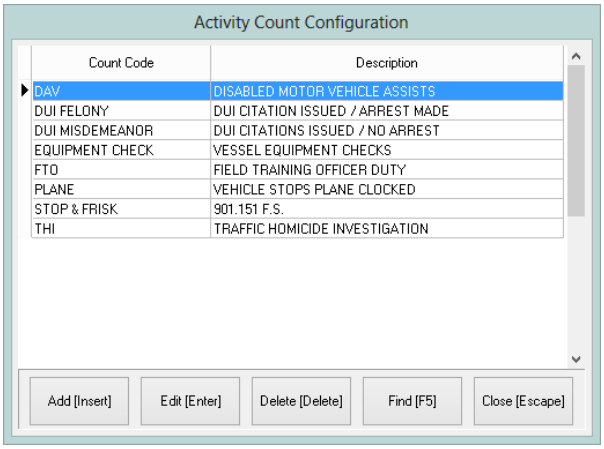


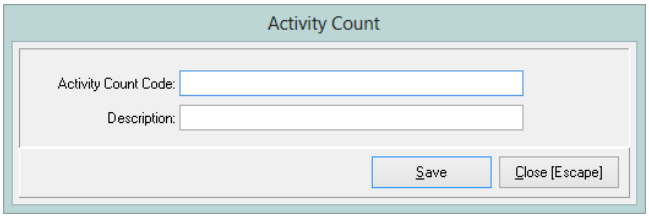
1. Click **Add**.
2. Select the **Primary Unit Assignment** from the provided drop-down menu.
3. Select the **Activity Group** from the provided drop-down menu.
4. Select the **Activity** from the provided drop-down menu.
5. Click **Save & Close** when finished.

Configuring Secondary Activity Count Types

Specific Activity Counts can be created and added to Secondary Activity Groups.

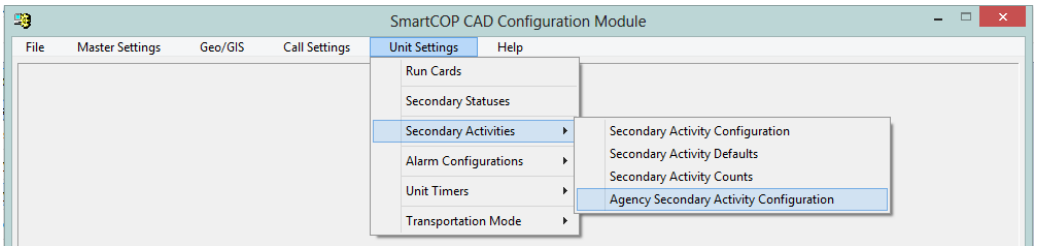


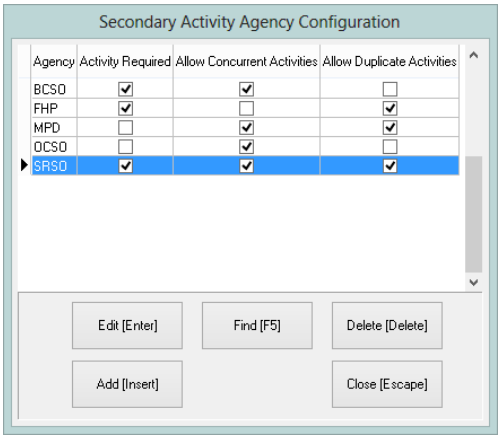


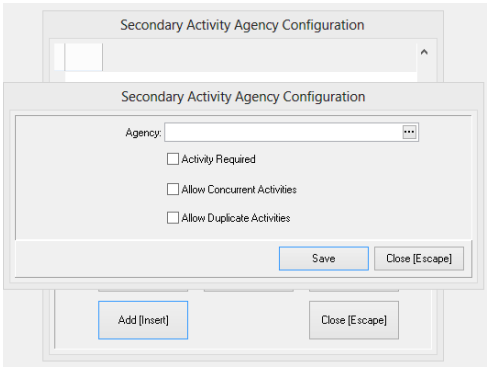


1. Click **Add**.
2. Enter the **Activity Count Code**.
3. Enter the **Description**.
4. Click **Save**, then click **Close**. Clicking **Close** prior to saving will result in the loss of any unsaved changes.

Agency Secondary Activity Configuration







In a multi-agency environment, activity requirements can be designated per agency. Only one secondary activity agency configuration record needs to be created in a single-agency environment.

1. Click **Add** or press **[Insert]**.
2. Select the **Agency** by clicking on the ellipsis (**…**), then double-clicking on the desired agency.
3. Place a check in each of the agency's selected requirements.
    a. **Activity Required** – The 'On Duty' unit assigned to this Agency must always have an active Secondary Activity assignment through-out the Tour of Duty.
    b. **Allow Concurrent Activities** – The unit is allowed to have one or more active Secondary Activities through-out the Tour of Duty.
    c. **Allow Duplicate Activities** – The unit is allowed to have more than one of the same Secondary Activity active at once through-out the Tour of Duty.
4. Click **Save**, then click **Close**. Clicking **Close** prior to saving will result in the loss of any unsaved changes.

Alarm Configurations

Assigned Locations

Use this option to set up alarm locations. These locations are assigned to employees in *Employee Master*. When a unit is dispatched, the dispatcher can send an alarm to the unit at their default location. The alarm is sent using the alarm gateway.

1. On the **Unit Settings** menu, highlight **Alarm Configurations**, then click on **Assigned Locations**.
2. Click **Add** to create an alarm location.
3. Place a check beside **Turn On Alarming…** to activate alarms to this location.
4. Enter the alarm **Location**.
5. If a **Quick Key** is desired for this alarm location, enter it in the field provided. When this quick key is entered in *SmartCAD*, an alarm is activated for this location.
6. Enter the **Code** to send to the gateway when an alarm is sent to this location.
7. Click **Save**.
8. Click **Close** to return to the main *CAD Configuration* window.

Alarm Configuration Options

Use this option to enable alarms to be sent from CAD to units. If the agency uses alarms, alarm locations also need to be assigned.

1. On the **Unit Settings** menu, highlight **Alarm Configurations**, then click on **Options**.
2. Place a check beside **Enable Alarm Locations…** to enable the alarm locations that have been configured.
3. Enter **Alarm Information**.
4. If all locations need to be alarmed between certain hours of each day, select the Alarm All Stations check box, and then enter the beginning and ending times to send the alarm to all stations.

   For example, one agency may have a policy of sending alarms to all stations between 0700 and 1900 hours while another agency may only want to alarm all stations between 1800 and 0700 hours.
5. Click **Save & Close** to return to the main *CAD Configuration* window.

- ✓ The **Alarm Information** field can be used to enter the different alarm tone or the name of the fire station.

Unit Timers

This option allows users to modify the unit welfare timers and add additional timers when units must be checked more often. The unit timer determines how often the dispatcher should contact the assigned unit.

During late night hours when units should be checked more frequently, the dispatcher can be alerted more frequently. For example, between the hours of 0000 and 0500, the OK unit timer for an on scene priority 1 call may be set to expire every 2 minutes and thus alerting the dispatcher. Then, beginning at 0501, the OK unit timer for on scene priority 1 can be set to expire every 5 minutes.

1. On the **Unit Settings** menu, highlight **Unit Timers**, then click **OK Check Timers**.
2. Select a **Status** from the list.
3. Click **Add** to duplicate the selected type and set additional check timers for that type.
4. Enter the starting time, based on a 24 hour clock, to begin additional welfare unit checks in the *Begin Hour* column for the selected status code. For example, hour `0` is midnight.
5. Enter the number of minutes that should pass before the dispatcher is alerted to contact the unit in the *Check Minutes* column for the selected status code.

   Using the above example, two additional timers must be added. The first timer begins at hour 0 with check minutes of 2. The second timer begins at hour 5 with check minutes of 5.
6. Click **Save & Close** when finished.

- ✓ The default priority codes appearing in bold cannot be changed. Additional timers must be added for the selected priority code in order to set additional welfare checks.
- ✓ To disable a timer, set *Check Minutes* to zero (0).
- ✓ Timers showing the *Check Minutes* in red are disabled.

Transportation Mode

The Transportation Mode settings are used in conjunction with secondary statuses to indicate the method of transportation used therein.

Transportation Mode Configuration

1. On the **Unit Settings** menu, highlight **Transportation Mode**, then click on **Transportation Mode Configuration**.
2. Click **Add** to create a new transportation mode.
3. Enter an abbreviation for the new mode in the **Transportation Mode** field.
4. Enter the expanded name in the **Description** field.
5. Click **Save**, then click **Close**. Clicking **Close** prior to saving will result in the loss of any unsaved changes.

Agency Transportation Mode Defaults

Transportation mode defaults can be set at the agency level, saving time when assigning a unit to a secondary activity.

1. On the **Unit Settings** menu, highlight **Transportation Mode**, then click on **Agency Transportation Mode Defaults**.
2. Click **Add** to create a new default setting.
3. Click the ellipsis (**…**) beside the **Agency** field to select the appropriate agency.
4. Click the ellipsis beside the **Default Transportation Mode** field to select the appropriate mode of transportation.
5. Click **Save**, then click **Close**. Clicking **Close** prior to saving will result in the loss of any unsaved changes.

Unit Aliases

Unit aliases are used as a secondary method for referencing units during the tour of duty. In conjunction with enabling the use of aliases in the Primary Functionality Configuration's User Settings tab, aliases to be available for use must be configured.

1. On the **Unit Settings** menu, click on **Unit Aliases**.
2. Click **Add** or press **[Insert]** to create a new alias record.
3. Enter a **Unit Alias**. This can a combination of up to five numbers or letters.
4. Enter a **Description** for the alias.
5. Click **Save** to keep the entered settings and return to the *Unit Alias Configuration*.
6. Click **Close** when finished adding aliases.

Chapter 3

SmartCAD

Version 9.5

User Manual

Printed November 10, 2014

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SmartCAD

About SmartCAD

SmartCAD allows comprehensive tracking of all calls for law enforcement, fire, and emergency medical units, as well as the status of assigned and unassigned units. Calls are color-coded to reflect priority level and status. Updates to calls are posted instantly and are available to all users. Agency administrators, supervisors, and users accessing CAD have the ability to customize their view. For example, users may choose to limit their view to monitor calls in their own and adjacent zones while supervisors or administrators may want to monitor the entire district.

Any changes made to a call are immediately visible to each user logged into the system. Changes are event-driven, meaning users do not have to refresh the data or request an update. Communications and Patrol Supervisors can quickly assess the status of all units and calls and manage resources appropriately. Event-driven CAD also drives the SmartMCT, allowing users to view immediate changes made to calls.

SmartCAD is made up of the following modules:

- **SmartCAD –** The SmartCAD module tracks all calls for law enforcement, fire, and emergency medical units.
- **SmartCAD Configuration –** SmartCAD Configuration is used to configure the agency's master settings, geographic information, call settings, and unit settings. Your agency's Communications Supervisor or IT Supervisor should set up the information in this module. Once this information is configured, it should not be changed.
- **SmartCAD Reports –** SmartCAD Reports provides statistical reporting to analyze calls for service, target high crime areas, and review agency statistics.

Product Version Number

The content in this document supports SmartCAD version 9.5.

Logging In/Out

Logging In

1. Double-click the SmartCAD icon on your desktop.
2. Enter your user name and password.
3. Select the check box **Change Password after login** if you want to change your password.

4. If you select to change your password, you will be asked to enter and confirm the new password.
5. Press **[Enter]**.
6. The workstations for your agency are displayed. To view all workstations, press **[F4]**. Select your CAD Station and press **[Enter]**.

Logging Out

To log out and close SmartCAD, press **[Shift+F12]**.

- ✓ The workstation list can be sorted by pressing **[F4]**. Sort options include Workstation ID, Position, Description, and CAD 911 File.
- ✓ You can search for a workstation using the selected sort order by pressing **[F5]**. Enter the search criteria and press **[Enter]**.

SmartCAD Procedures

SmartCAD is comprehensive enough to meet the needs of dispatchers and personnel responding to calls for service, yet is easy to use. Any additional details about a location or vehicle, such as a caution note, are available from the Call record. Addresses for other agencies, tow companies, and standard operating procedures are also readily available if needed.

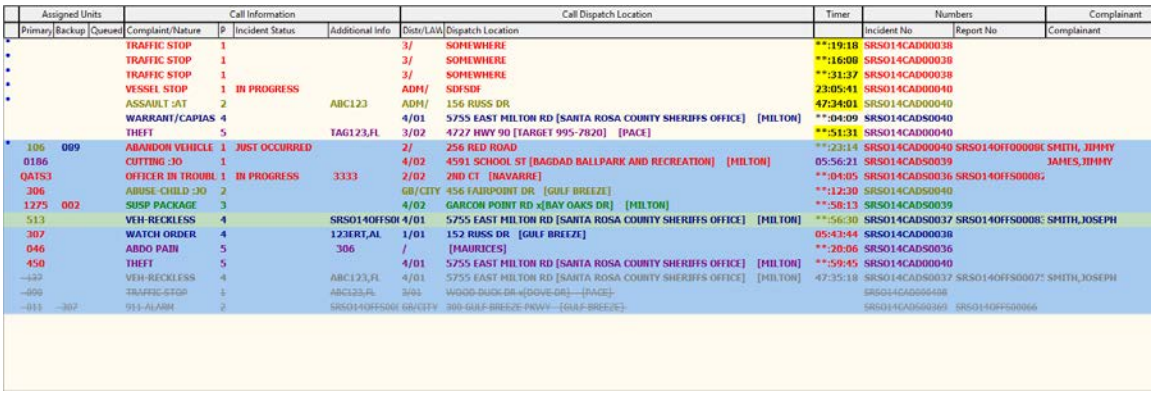
1. The communications administrator sets CAD options and enters geographic information using the SmartCAD Configuration module.
2. The agency administrator sets up persons and their call numbers in the Employee Master File.
3. A 911 call is received at the station.
4. The call taker enters a call in SmartCAD, pulling the location from the 911 feed.
5. The location is verified against the geographic table and the primary and sub geographic areas are assigned to the call. Any alerts about prior calls, directions, or caution notes for this location appear on the call.
6. The call taker enters the type of complaint or nature of the call. At this point, the call is transmitted to units in the field and to dispatchers.
7. When vehicle details are entered, any alerts about prior calls, caution notes, BOLOs, or tow logs for this vehicle appear on the call.
8. The dispatcher assigns units to the call. If needed, the dispatcher looks up the Standard Operating Procedure for this type of call from within CAD and follows these procedures.

9. The dispatcher updates the call when the units arrive on scene and adds notes to the call. If needed, a vehicle tow is requested.
10. The unit requests that an offense number be created for the call.
11. When complete, the call is closed and disposition codes are assigned to indicate the outcome of the call.
12. The offense number and primary disposition code are used to create an offense report using the SmartRMS Offense Report module, pulling details about the reporting unit, incident date and time, and incident location.

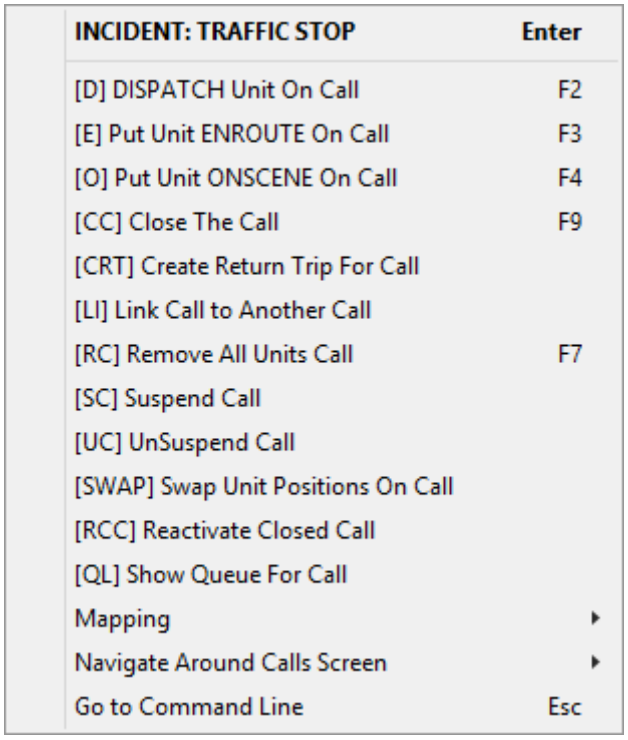
SmartCAD Overview

Main CAD Window

Call Pane


Assigned Units
Primary
Backup
Queued
Call Information
Complaint/Nature
P
Incident Status
Additional Info
Call Dispatch Location
Dist/LAW
Dispatch Location
Timer
Numbers
Incident No
Report No
Complainant
TRAFFIC STOP 1 3/ SOMEWHERE **:19:18 SRSO14CAD00038
TRAFFIC STOP 1 3/ SOMEWHERE **:16:08 SRSO14CAD00038
TRAFFIC STOP 1 3/ SOMEWHERE **:31:37 SRSO14CAD00038
VESSEL STOP 1 IN PROGRESS ADM/ SDFSDF 23:05:41 SRSO14CAD00040
ASSAULT :AT 2 ABC123 ADM/ 156 RUSS DR 47:34:01 SRSO14CAD00040
WARRANT/CAPIAS 4 4/01 5755 EAST MILTON RD [SANTA ROSA COUNTY SHERIFFS OFFICE] [MILTON] **:04:09 SRSO14CAD00040
THEFT 5 TAG123,FL 3/02 4727 HWY 90 [TARGET 995-7820] [PACE] **:51:31 SRSO14CAD00040
106 009 ABANDON VEHICLE 1 JUST OCCURRED 2/ 256 RED ROAD **:23:14 SRSO14CAD00040 SRSO140FF00008(SMITH, JIMMY
0186 CUTTING :JO 1 4/02 4591 SCHOOL ST [BAGDAD BALLPARK AND RECREATION] [MILTON] 05:56:21 SRSO14CAD00039 JAMES,JIMMY
QATS3 OFFICER IN TROUBL 1 IN PROGRESS 3333 2/02 2ND CT [NAVARRE] **:04:05 SRSO14CAD00036 SRSO140FFS00087
306 ABUSE-CHILD :JO 2 GB/CITY 456 FAIRPOINT DR [GULF BREEZE] **:12:30 SRSO14CAD00040
1275 002 SUSP PACKAGE 3 4/02 GARCON POINT RD x[BAY OAKS DR] [MILTON] **:58:13 SRSO14CAD00039
513 VEH-RECKLESS 4 SRSO140FFS00 4/01 5755 EAST MILTON RD [SANTA ROSA COUNTY SHERIFFS OFFICE] [MILTON] **:56:30 SRSO14CAD00037 SRSO140FFS00085 SMITH,JOSEPH
307 WATCH ORDER 4 123ERT,AL 1/01 152 RUSS DR [GULF BREEZE] 05:43:44 SRSO14CAD00038
046 ABDO PAIN 5 306 / [MAURICES] **:20:06 SRSO14CAD00036
450 THEFT 5 4/01 5755 EAST MILTON RD [SANTA ROSA COUNTY SHERIFFS OFFICE] [MILTON] **:59:45 SRSO14CAD00040
~~137~~ VEH-RECKLESS 4 ABC123,FL 4/01 5755 EAST MILTON RD [SANTA ROSA COUNTY SHERIFFS OFFICE] [MILTON] 47:35:18 SRSO14CAD00037 SRSO140FFS00075 SMITH,JOSEPH
~~006~~ ~~TRAFFIC STOP~~ ~~1~~ ~~ABC123,FL~~ ~~3/01~~ ~~WOOD DUCK DR x[DOVE DR] [PACE]~~ ~~SRSO14CAD00038~~
~~011~~ ~~307~~ 911 ALARM 2 SRSO140FFS00(GB/CITY 300 GULF BREEZE PKWY [GULF BREEZE] SRSO14CAD00036 SRSO140FFS00066

1. Calls are color-coded to indicate priority and unit status.
2. Right-clicking an incident provides options related to the incident in question.


INCIDENT: TRAFFIC STOP Enter
[D] DISPATCH Unit On Call F2
[E] Put Unit ENROUTE On Call F3
[O] Put Unit ONSCENE On Call F4
[CC] Close The Call F9
[CRT] Create Return Trip For Call
[LI] Link Call to Another Call
[RC] Remove All Units Call F7
[SC] Suspend Call
[UC] UnSuspend Call
[SWAP] Swap Unit Positions On Call
[RCC] Reactivate Closed Call
[QL] Show Queue For Call
Mapping
Navigate Around Calls Screen
Go to Command Line Esc

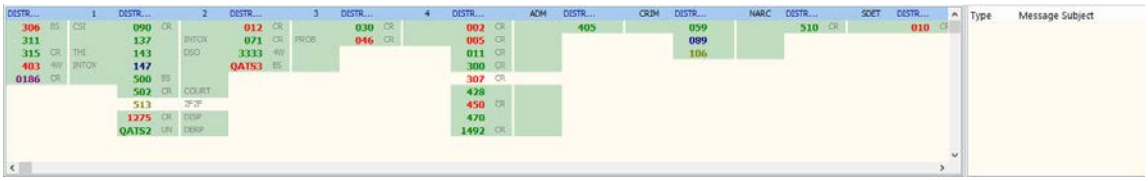
3. The call screen can be configured to separate assigned and unassigned calls using the background color. The assigned and unassigned calls are also sorted separately.

Radio Log

17:05:00 05/09/14 311 UNIT UNIT 311 - AVAILABLE OK TIMER EXPIRED
16:04:27 05/09/14 311 UNIT UNIT 311 - AVAILABLE UNIT TIMER CHANGED TO 60
16:04:26 05/09/14 311 UNIT UNIT 311 - AVAILABLE UNIT TIMER RESET
16:04:26 05/09/14 311 UNIT UNIT 311 - AVAILABLE
16:04:18 05/09/14 311 UNIT UNIT 311 - ONSCENE UNIT TIMER RESET
16:04:18 05/09/14 311 UNIT UNIT 311 - ONSCENE SRSO14CAD500412:911-ALARM 2

The Radio Log, shown above, displays recent transactions with units and CAD incidents. The most recent event is on top.

Unit and ICM Pane



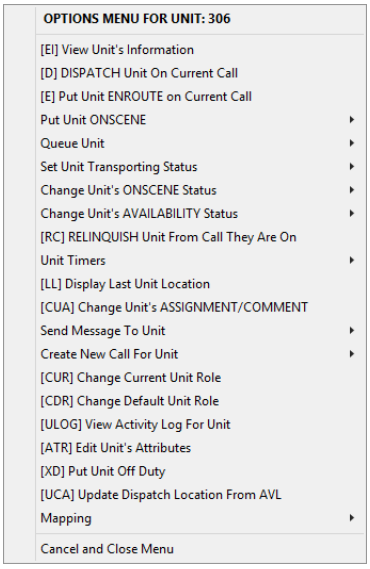
1. The unit listing is color-coded by status. There are three viewing options.

    a. **Show Units in Separate Columns by [District]** – This viewing option, as shown above, presents the units by district (or whatever the Primary GEO Area is configured to be). The bracketed title is configured in *CAD Configuration*.

    b. **Show Units in Continuous Columns** – This viewing option takes the previous listing and removes the column breaks.

    c. **Show Units in Rows** – This viewing option organizes the listing vertically, showing unit activity information. Initially, the list is organized by the *CallNo* column. The listing can be resorted by the *Agcy* or *Area* columns.

2. Right-clicking a unit gives options related to that unit

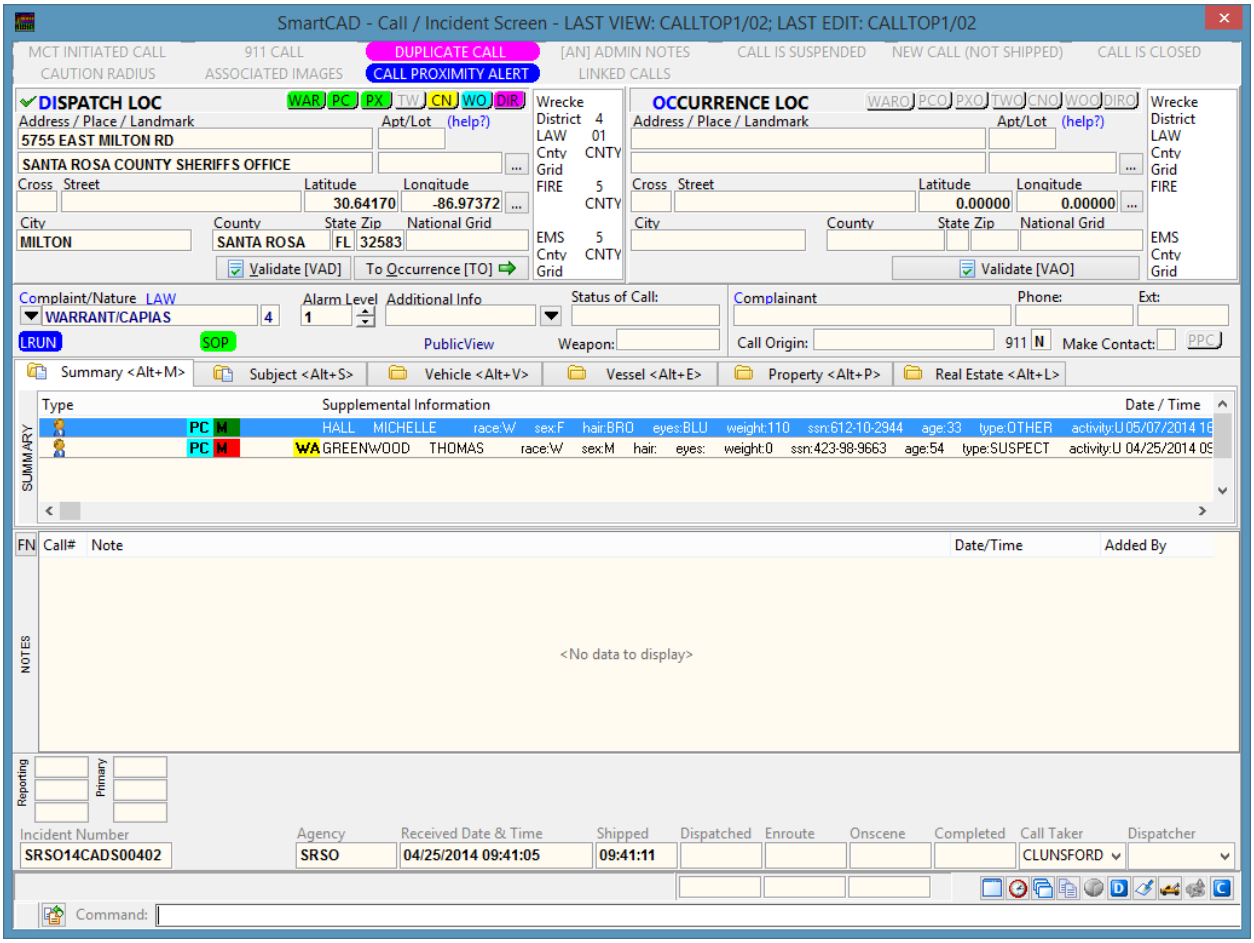

OPTIONS MENU FOR UNIT: 306
[EI] View Unit's Information
[D] DISPATCH Unit On Current Call
[E] Put Unit ENROUTE on Current Call
Put Unit ONSCENE
Queue Unit
Set Unit Transporting Status
Change Unit's ONSCENE Status
Change Unit's AVAILABILITY Status
[RC] RELINQUISH Unit From Call They Are On
Unit Timers
[LL] Display Last Unit Location
[CUA] Change Unit's ASSIGNMENT/COMMENT
Send Message To Unit
Create New Call For Unit
[CUR] Change Current Unit Role
[CDR] Change Default Unit Role
[ULOG] View Activity Log For Unit
[ATR] Edit Unit's Attributes
[XD] Put Unit Off Duty
[UCA] Update Dispatch Location From AVL
Mapping
Cancel and Close Menu

3. InterCAD Messages (ICM) appear in the box to the right.

911 Pane

The 911 pane appears when there is information in the 911 queue. Information relating to incoming 911 calls appears below the unit pane.

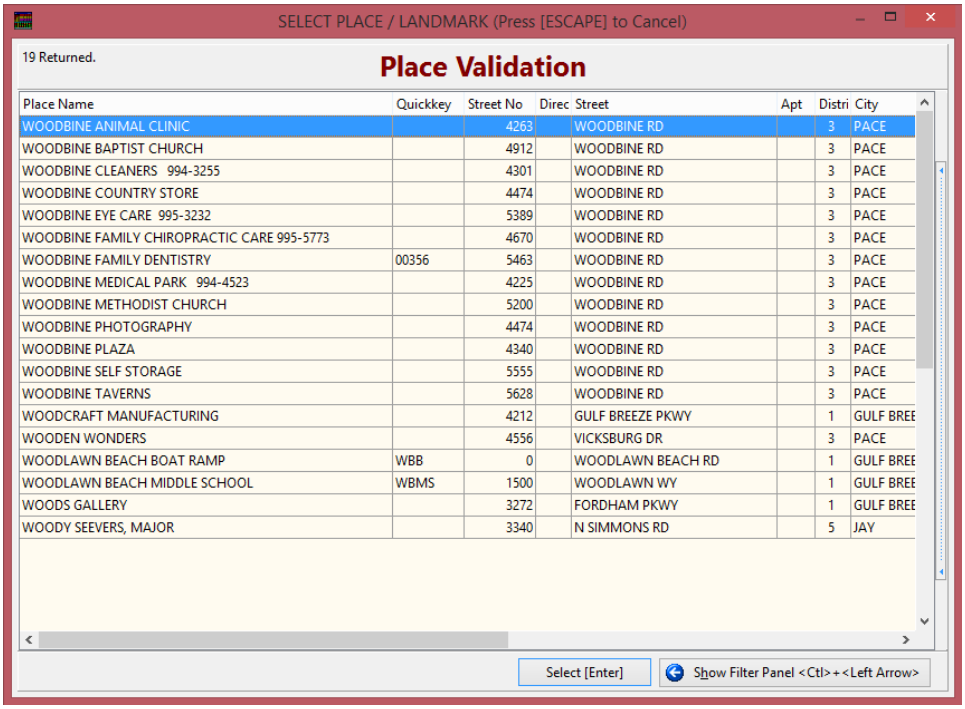
Call/Incident Details Screen



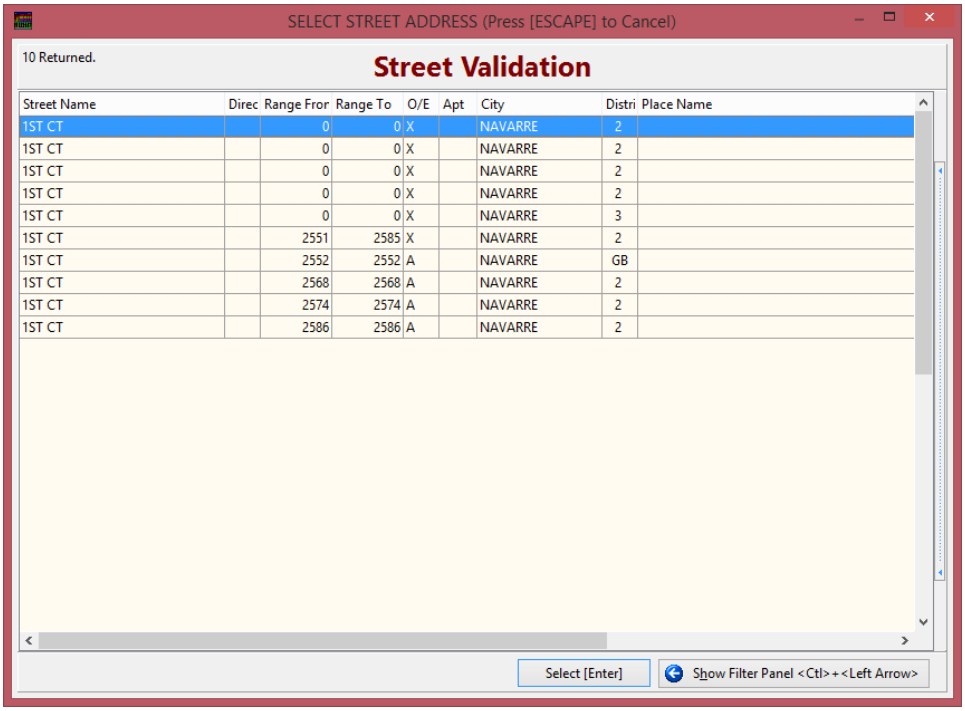
1. An active incident (pictured above) provides access to all related information of the incident.
2. The **Dispatch Loc** pane provides address and geographic (Latitude/Longitude) information. This data can be copied to the **Occurrence Loc** pane.
3. Usually, the **Latitude** and **Longitude** fields containing viable information (as opposed to 0s) indicate the address has been validated against the GEO Streets or GEO Places tables.
4. The statuses available at the top of the window (**MCT INITIATED CALL**, **911 CALL**, etc.) provide necessary information at a glance.

Call Validation

As indicated by the initial field in the **Dispatch Loc** pane, calls may be validated by place or address, increasing speed and accuracy of incident entry.



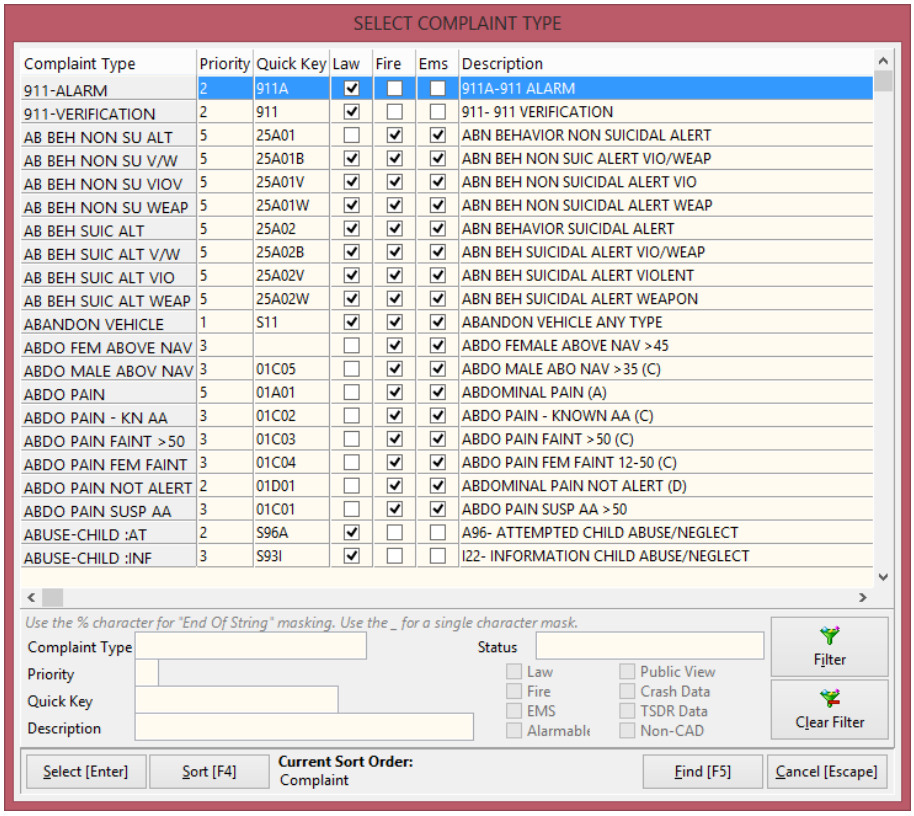
Place Name	Quickkey	Street No	Direc	Street	Apt	Distri	City
WOODBINE ANIMAL CLINIC		4263		WOODBINE RD		3	PACE
WOODBINE BAPTIST CHURCH		4912		WOODBINE RD		3	PACE
WOODBINE CLEANERS 994-3255		4301		WOODBINE RD		3	PACE
WOODBINE COUNTRY STORE		4474		WOODBINE RD		3	PACE
WOODBINE EYE CARE 995-3232		5389		WOODBINE RD		3	PACE
WOODBINE FAMILY CHIROPRACTIC CARE 995-5773		4670		WOODBINE RD		3	PACE
WOODBINE FAMILY DENTISTRY	00356	5463		WOODBINE RD		3	PACE
WOODBINE MEDICAL PARK 994-4523		4225		WOODBINE RD		3	PACE
WOODBINE METHODIST CHURCH		5200		WOODBINE RD		3	PACE
WOODBINE PHOTOGRAPHY		4474		WOODBINE RD		3	PACE
WOODBINE PLAZA		4340		WOODBINE RD		3	PACE
WOODBINE SELF STORAGE		5555		WOODBINE RD		3	PACE
WOODBINE TAVERNS		5628		WOODBINE RD		3	PACE
WOODCRAFT MANUFACTURING		4212		GULF BREEZE PKWY		1	GULF BREE
WOODEN WONDERS		4556		VICKSBURG DR		3	PACE
WOODLAWN BEACH BOAT RAMP	WBB	0		WOODLAWN BEACH RD		1	GULF BREE
WOODLAWN BEACH MIDDLE SCHOOL	WBMS	1500		WOODLAWN WY		1	GULF BREE
WOODS GALLERY		3272		FORDHAM PKWY		1	GULF BREE
WOODY SEEVERS, MAJOR		3340		N SIMMONS RD		5	JAY



Street Name	Direc	Range Fror	Range To	O/E	Apt	City	Distri	Place Name
1ST CT		0	0	X		NAVARRE	2	
1ST CT		0	0	X		NAVARRE	2	
1ST CT		0	0	X		NAVARRE	2	
1ST CT		0	0	X		NAVARRE	2	
1ST CT		0	0	X		NAVARRE	3	
1ST CT		2551	2585	X		NAVARRE	2	
1ST CT		2552	2552	A		NAVARRE	GB	
1ST CT		2568	2568	A		NAVARRE	2	
1ST CT		2574	2574	A		NAVARRE	2	
1ST CT		2586	2586	A		NAVARRE	2	

Complaint/Nature

The **Complaint/Nature** field provides an extremely brief description of the incident. This can be changed during the course of the incident. If the quick key is not known or does not exist, a list of complaint types can be accessed by clicking the down arrow to the left of the **Complaint/Nature** field.


SELECT COMPLAINT TYPE
Complaint Type
Priority
Quick Key
Law
Fire
Ems
Description
911-ALARM 2 911A 911A-911 ALARM
911-VERIFICATION 2 911 911- 911 VERIFICATION
AB BEH NON SU ALT 5 25A01 ABN BEHAVIOR NON SUICIDAL ALERT
AB BEH NON SU V/W 5 25A01B ABN BEH NON SUIC ALERT VIO/WEAP
AB BEH NON SU VIOV 5 25A01V ABN BEH NON SUICIDAL ALERT VIO
AB BEH NON SU WEAP 5 25A01W ABN BEH NON SUICIDAL ALERT WEAP
AB BEH SUIC ALT 5 25A02 ABN BEHAVIOR SUICIDAL ALERT
AB BEH SUIC ALT V/W 5 25A02B ABN BEH SUICIDAL ALERT VIO/WEAP
AB BEH SUIC ALT VIO 5 25A02V ABN BEH SUICIDAL ALERT VIOLENT
AB BEH SUIC ALT WEAP 5 25A02W ABN BEH SUICIDAL ALERT WEAPON
ABANDON VEHICLE 1 S11 ABANDON VEHICLE ANY TYPE
ABDO FEM ABOVE NAV 3 ABDO FEMALE ABOVE NAV >45
ABDO MALE ABOV NAV 3 01C05 ABDO MALE ABO NAV >35 (C)
ABDO PAIN 5 01A01 ABDOMINAL PAIN (A)
ABDO PAIN - KN AA 3 01C02 ABDO PAIN - KNOWN AA (C)
ABDO PAIN FAINT >50 3 01C03 ABDO PAIN FAINT >50 (C)
ABDO PAIN FEM FAINT 3 01C04 ABDO PAIN FEM FAINT 12-50 (C)
ABDO PAIN NOT ALERT 2 01D01 ABDOMINAL PAIN NOT ALERT (D)
ABDO PAIN SUSP AA 3 01C01 ABDO PAIN SUSP AA >50
ABUSE-CHILD :AT 2 S96A A96- ATTEMPTED CHILD ABUSE/NEGLECT
ABUSE-CHILD :INF 3 S93I I22- INFORMATION CHILD ABUSE/NEGLECT
Use the % character for "End Of String" masking. Use the _ for a single character mask.
Complaint Type
Priority
Quick Key
Description
Status
Law
Fire
EMS
Alarmabl
Public View
Crash Data
TSDR Data
Non-CAD
Filter
Clear Filter
Select [Enter]
Sort [F4]
Current Sort Order:
Complaint
Find [F5]
Cancel [Escape]

Keyboard Shortcuts and Menu Options

In addition to commands and menu options, SmartCAD includes a button bar for simple call creation. Press the **[Spacebar]** while viewing the main CAD window to access the button bar. Click the appropriate button as needed. For example, to create a call, click the **New Call** button.

To view a list of all user-defined commands, type **COMMAND** on the command line.

To do this,	press this key	enter this command[1]	or use the mouse to click here
Workstation Settings Options			
Monitor all geographic areas	**[Alt+A]**	AA	View/Show All Areas
Hide or view calls that are holding	**[Alt+H]**	*n/a*	View/Call Screen Settings/Show Holding Calls
Hide or view Inter-CAD Messaging	**[Alt+I]**	*n/a*	View/Show Inter-CAD Messaging Screen
Hide or view active calls	**[Alt+W]**	*n/a*	View/Call Screen Settings/Show Working Calls
Hide or view suspended calls	**[Alt+S]**	*n/a*	View/Call Screen Settings/Show Suspended Calls
Hide or view closed calls	**[Alt+X]**	*n/a*	View/Call Screen Settings/Show Closed Calls
Hide or view unit details	**[Alt+U]**	*n/a*	View/Show Unit Screen
Hide or view calls	**[Alt+C]**	*n/a*	View/Show Call Screen
Hide Call Pane (when shown)	*n/a*	HCS	
Hide Unit Pane (when shown)	*n/a*	HUS	
Show Call Pane (when hidden)	*n/a*	SCS	
Show Unit Pane (when hidden)	*n/a*	SUS	
Inter-CAD Message List			
View Inter-CAD message history	*n/a*	ICM	Right-click Message list; select View ICM History
Add an Inter-CAD message	*n/a*	ICMA	Right-click message list; select Add message
Undock the Inter-CAD message list from its location	*n/a*	ICMD	Right-click message list; select Undock ICM
Dock the InterCAD message list	*n/a*	ICMDOCK	

To do this,	press this key	enter this command[1]	or use the mouse to click here
Hide the Inter-CAD message list	*n/a*	ICMH	Right-click message list; select Hide ICM
View the Inter-CAD message list	*n/a*	ICMSHOW	*n/a*
Radio Log			
View the Radio Log history	*n/a*	RL	Right-click log; select View Radio Log History OR Lookup/Radio Log
Enter a radio log entry	*n/a*	RLA	Right-click log; select Add Radio Log Entry
Undock the Radio Log	*n/a*	RLD	Right-click log; select Undock Form
Hide the Radio Log	*n/a*	RLH	Right-click log; select Hide Radio Log
View the Radio Log	**[Alt+R]**	RLS	View/Show Radio Log
Unit Settings			
View the apparatus list	*n/a*	APP	*n/a*
Add or change attributes for a unit that is not an apparatus	*n/a*	ATR	Right-click; select Edit Unit's Attributes
Assign Unit to Group	*n/a*	AUG	
Change the Unit's Default Role	*n/a*	CDR	
Create Unit Group	*n/a*	CUG	
Change Unit's Current Role	*n/a*	CUR	
Set Unit Status to DELAYED response	*n/a*	DR	
Delete Unit Group	*n/a*	DUG	
Show Employee Information	*n/a*	EI	
Employee Information by Name	*n/a*	EIN	
Employee Information by issued Radio ID	*n/a*	EIR	
Employee Information by assigned vehicle Tag	*n/a*	EIT	
Make a unit available for service	**[F1]**	OD or IN	*n/a*

To do this,	press this key	enter this command[1]	or use the mouse to click here
Put a unit on duty and specify the unit's agency and area assignment	*n/a*	ODL[2]	*n/a*
Clear Panic Mode	*n/a*	CPM	
Change a unit's assignment	*n/a*	CUA[2]	Right-click; select Change Unit Assignment/Comment
Create Unit Group	*n/a*	CUG	
Dispatch a unit to a call	**[F2]**	D or DX	Right-click; select Dispatch unit on Current Call
Place a unit enroute	**[F3]**	E	Right-click; select Put Unit Enroute on Call
Put a unit onscene	**[F4]**	O	Right-click; select Put Unit Onscene on Call
Put a unit onscene on call they are enroute to	*n/a*	OX	Right-click; select Put Unit Onscene/Put Unit onscene on call they are are Enroute On
Make a unit onscene and available	**[Shift+F4]**	OA	Right-click; select Change Unit's Onscene Status/Change unit's onscene status to Onscene/Available
Make a unit onscene and not available	**[Ctrl+F4]**	OAX	Right-click; select Change Unit's Onscene Status/Change unit's onscene/available status to onscene
Make a unit available	**[F5]**	UA	Right-click; select Change Unit's Availability /Change to Available
View a unit's activity log	*n/a*	UAL[2]	*n/a*
Change a unit's status to available out of quarters	**[Shift+F5]**	UAX	Right-click; select Change Unit's Availability Status/Change to Available/Out of Quarters
Change a unit's status to busy	**[Ctrl+F5]**	UB	Right-click ; select Change Unit's Status to Busy/Not Available
Change a unit's status from available to Available in Quarters	*n/a*	AIQ	Right-click; select Change Unit's Availability Status/Change to Available in Quarters
Change a unit's status to Out of Service/Not Available	*n/a*	UOS	Right-click and select Change Unit's Availability Status to Out of Service/Not Available
Set a unit to transporting status	*n/a*	UST[2]	Right-click; select Set Unit Transporting Status/Unit Start Transporting

To do this,	press this key	enter this command[1]	or use the mouse to click here
Record the end to a unit's transport assignment	*n/a*	UET[2]	Right-click; select Set Unit Transporting Status/End Unit Transporting
Change a unit's status to Available At Destination	*n/a*	AD	*n/a*
Add a special timestamp to the Unit Log (ULOG)	*n/a*	ULA	*n/a*
Change dispatch location based upon unit's AVL	*n/a*	UCA	Right-click; select Update Dispatch Location AVL
Queue a unit on a call	*n/a*	Q[2]	Right-click; select Queue Unit/Queue Unit to Current Call
Show all queued units on a call	*n/a*	QL	*n/a*
Show incidents a unit is queued on	*n/a*	QLU	Right-click; select Show Queue for Call
Remove a unit from a call queue	*n/a*	QX	Right-click; select Queue Unit/Unqueue Unit from current call
Reset a unit timer	*n/a*	OK	Right-click; select Reset Unit Timer
Turn off a unit timer	*n/a*	OKX	Right-click; select Reset / Turn Off Unit Check Timer
Set or extend a unit timer	*n/a*	UT	*n/a*
Extend a unit timer	*n/a*	ET	*n/a*
Add or edit secondary timers	*n/a*	ST	*n/a*
Check last known location for a unit	*n/a*	LL	Right-click; select Display Last Unit Location
Set a unit's last known location	*n/a*	SLL[2]	*n/a*
Remove units from a call	**[F7]**	RC	Right-click; select Remove All Units on Call
Exchange units on a call	*n/a*	EXC[3]	*n/a*
Swap primary and backup unit positions on a call	*n/a*	SWAP	Right-click a call; select Swap Unit Positions on a call
Place a unit out of service	**[F6]**	XD	Right-click; select Put unit Off Duty
View the unit/shift status	*n/a*	SS	*n/a*

To do this,	press this key	enter this command[1]	or use the mouse to click here
Center the map on the Unit	*n/a*	MCU	Right-click; select Center on Map
Follow the unit on the map	*n/a*	MFU	Right-click; select Follow Unit
Stop following the unit on the map	*n/a*	MSF	Right-click; select Stop Following Unit
Route the unit to the selected call	*n/a*	MRU	Right-click; select Route Unit to Selected Call
Refresh the map	**[F5]**	MREF	Right-click; select Refresh Map
Display the travel and distance of a unit from the selected call	*n/a*	MUD	Right-click; select Get Distance from Selected Incident
Call Entry and Editing Options			
Go to command line	**[Esc]**	*n/a*	Right-click; select Go to Command Line
Create a 911 call	*n/a*	911	Lookup/911/Create Call from 911 info
Enter a call	*n/a*	I	Incident icon
Dispatch another agency	*n/a*	IA	*n/a*
Create Incident from a Watch Order	*n/a*	IWO	
Create Incident in BackFill Mode	*n/a*	IB	
Suspend an active call	*n/a*	SC	Right-click; select Suspend Call
Reopen suspended call	*n/a*	UC	Right-click; select UnSuspend Call
Enter a quick traffic stop	*n/a*	QT	*n/a*
Create a vessel stop	*n/a*	BS	*n/a*
Enter a quick vessel stop	*n/a*	QB	*n/a*
Create an administrative call	*n/a*	A	Right-click a unit; select Create New Call for Unit/Create Admin Call
Put a unit on a break	*n/a*	B	Right-click a unit; select Create New Call for Unit/Create Break Call
Create a chase call	*n/a*	C	Right-click a unit; select Create New Call for Unit/Create Chase Call
Create a report writing call	*n/a*	R	Right-click a unit; select Create New Call for Unit/Report Writing Call

To do this,	press this key	enter this command[1]	or use the mouse to click here
Create a special duty call	*n/a*	S	Right-click a unit; select Create New Call for Unit/Create Special Detail Call
Create a traffic stop call	*n/a*	T	Right-click a unit; select Create New Call for Unit/Create Traffic Stop Call
Create a warrant service call	*n/a*	W	Right-click a unit; select Create New Call for Unit/Create Warrant
Add Boat to Call	*n/a*	BA	
Edit Boat on Call	*n/a*	BE	
Create a return trip call	*n/a*	CRT	*n/a*
Create Scheduled Call	*n/a*	CSC	
Create Watch Order from Incident	*n/a*	CWO	
Change Active Call Status	*n/a*	CS	
Create a call and dispatch a unit	*n/a*	ID	*n/a*
Create a call and put a unit onscene	*n/a*	IO	*n/a*
Create a call and put a unit enroute	*n/a*	IE	*n/a*
Close and code a call	**[F9]**	CC	Right-click; select Close the Call
Reactivate a closed call	*n/a*	RCC	Right-click; select Reactivate Closed Call
Link one call to another call	*n/a*	LI	Right-click; select Link Call to Another Call
Create Duplicate Call	*n/a*	MAKEDUPE	
Show the closest units to a call	*n/a*	MSU	Right-click; select Mapping/Show Closest Units
Center the current incident on the map	*n/a*	MCI	Right-click; select Mapping/Center on Incident
Show the closest hydrant to a call	*n/a*	MHYD	Right-click; select Mapping/Show Closest Hydrants
Refresh map	*n/a*	MREF	Right-click; select Mapping/Refresh Map
Validate addresses	**[Enter]**	*n/a*	Right-click the subject panel and select Validate
Center the map on subject's address	*n/a*	MSR	Right-click the subject panel and select Center on Map

To do this,	press this key	enter this command[1]	or use the mouse to click here
Center the map on the subject's business address	*n/a*	MSB	Right-click the subject panel and select Center on Map
Lookup and Archive Options			
View 911 history	*n/a*	911H	Lookup/911/Show 911 History
Remove call from 911 panel	*n/a*	911I	Lookup/911/Ignore 911 info
Assign 911 call with an existing incident	*n/a*	911A	Lookup/911/Associate 911 info with selected call
Show 911 Feed Information	*n/a*	911Q	
Use the address book	*n/a*	ADD	Lookup/Address Book
Add Call Note	*n/a*	AN	Lookup/Administrative Notes
View the apparatus list	*n/a*	APP	Lookup/Apparatus
Review vessel information	*n/a*	BH	Lookup/Vessel History
Show Prior Calls for the Selected Vessel	*n/a*	BP	
Show Prior Tows for the Selected Vessel	*n/a*	BT	
Review or add BOLO warnings	*n/a*	BOLO	Lookup/BOLO Listing
View Vehicle BOLO records	*n/a*	CBOLO	
Create Caution Note from Call	*n/a*	CCN	
View archived calls in call history	*n/a*	CH	Lookup/Call History Archive
Add dispatcher notes	*n/a*	CMA	Lookup/Dispatch Log
Review or add Caution Notes	*n/a*	CN	Lookup/Caution Notes
Caution Notes for Occurrence Location	*n/a*	CNO	
Review and edit place data	*n/a*	GEOP	View/Geo Places Table
Review and edit street data	*n/a*	GEOS	View/Geo Streets Table
Review the interCAD message list	*n/a*	ICM	Lookup/InterCAD Messaging

To do this,	press this key	enter this command[1]	or use the mouse to click here
Review the unit's last location	*n/a*	LL	Lookup/Last Location
Review the dispatch log	*n/a*	LOG	Lookup/Dispatch Log
Review or add medical instructions	*n/a*	MED	Lookup/Review Medical Instructions
Review property information	*n/a*	PH	Lookup/Property History
View road closures	*n/a*	RCL	Lookup/Road Closures
Review real estate information	*n/a*	RH	Lookup/Real Estate History
Review unit shift rosters	*n/a*	RO	Lookup/Maintain System Rosters
View radio log history	*n/a*	RL	Lookup/Radio Log
View the scheduled call list	*n/a*	SSC	Lookup/Scheduled Call List
Review person information	*n/a*	SH	Lookup/Subject History
Review or add Standard Operating Procedures	*n/a*	SOP	Lookup/Standard Operating Procedures
Capture the current window to the scratch pad	*n/a*	SP	Lookup/Scratch Pad
Review the unit/shift list	*n/a*	SS	Lookup/Unit Shift Status
Review tow logs	*n/a*	TOW	Lookup/Tow Log
Review transport history	*n/a*	TRH	n/a
Review unit statistics	*n/a*	UH	Lookup/Unit History Archive
Review unit status changes	*n/a*	ULOG	Lookup/Unit Activity Log
Show the unit times for a call	*n/a*	UTIMES	Right-click and select Unit Times for Call
Show the geo address validation form	*n/a*	VAL	Lookup/Address Validation
Review vehicle information	*n/a*	VH	Lookup/Vehicle History
Review Watch Orders	*n/a*	WO	Lookup/Watch Orders
Find towing companies	*n/a*	WRE	Lookup/Tow / Wrecker Companies
Mapping Options from CAD View			
Center Map on 911 Call	*n/a*	911M	
Directions to Dispatch Location	*n/a*	DIR	

To do this,	press this key	enter this command[1]	or use the mouse to click here
Directions to Occurrence Location	*n/a*	DIRO	
Show or hide the map	*n/a*	MAP or MAPVIEW	Lookup/Mapping/Show/Hide Map
Center Map on Dispatch Location	*n/a*	MAPD	
Center Map on Occurrence Location	*n/a*	MAPO	
Center the map on current incident	*n/a*	MCI	Lookup/Mapping/Center on Incident
Show the closest hydrants to a call	*n/a*	MHYD	Lookup/Mapping/Show Closest Hydrants
Show the closest units to a call	*n/a*	MSU	Lookup/Mapping/Show Closest Units
Change the global extents of the map	*n/a*	MSGE	Lookup/Mapping/Set Global Extents
Return the map to default extents	*n/a*	MGE	Lookup/Mapping/Show Global Extents
Return the map to default workstation extents	*n/a*	MWE	Lookup/Mapping/Show Workstation Extents
Change the workstation extents	*n/a*	MSWE	Lookup/Mapping/Set Workstation Extents
Validate address & center on map	*n/a*	MVAL	Lookup/Mapping/Show Address Validation / Center on Map
Pan North on the map	*n/a*	MPN	Lookup/Mapping/Step Pan North
Pan South on the map	*n/a*	MPS	Lookup/Mapping/Step Pan South
Pan East on the map	*n/a*	MPE	Lookup/Mapping/Step Pan East
Pan West on the map	*n/a*	MPW	Lookup/Mapping/Step Pan West
Zoom in on the map	*n/a*	MZI	Lookup/Mapping/Step Zoom In
Zoom out on the map	*n/a*	MZO	Lookup/Mapping/Step Zoom Out
Clear the last route currently displayed	*n/a*	MCR	Lookup/Mapping/Clear Last Route
Center the map on the Unit	*n/a*	MCU	Right-click and select Center on Map
Follow the unit on the map	*n/a*	MFU	Right-click and select Follow Unit
Stop following the unit on the map	*n/a*	MSF	Right-click and select Stop Following Unit
Route the unit to the selected call	*n/a*	MRU	Right-click and select Route Unit to Selected Call

To do this,	press this key	enter this command[1]	or use the mouse to click here
Display the travel and distance of a unit from the selected call	*n/a*	MUD	Right-click and select Get Distance from Selected Incident
Refresh map	**[F5]**	MREF	Lookup/Mapping/Refresh Map
Mapping Options from Map View			
Refresh the map	**[F5]**	MREF	Right-click and select Refresh Map
Create an incident at the selected point on the map	**[Alt+C]**	*n/a*	Right-click and select Create Incident at this point or Edit/Mode/Incident Add
Create a road closure at the selected point on the map	**[Alt+B]**	*n/a*	Right-click and select Create Road Closure at this point or Edit/Mode/Road Closure Add
Show the closest unit to call	*n/a*	*n/a*	Right-click and select Show Closest Unit
Show the call list on the map	*n/a*	*n/a*	Right-click and select Show Call List
Show the unit list on the map	*n/a*	*n/a*	Right-click and select Show Unit List
Change the zoom level on the map	**[Alt+Z]**	*n/a*	Right-click and select Zoom Level or Edit/Mode/Zoom
Plot a route on the map	**[Alt+R]**	*n/a*	Right-click and select Start Route or Edit/Mode/Route
Follow a vehicle	**[Alt+F]**	*n/a*	Right-click and select Follow Vehicle
Change the map configuration settings	**[Alt+L]**	*n/a*	File/Map Settings/Layer Configuration
Select a point on the map	**[Alt+S]**	*n/a*	Edit/Mode/Select
Begin panning	**[Alt+P]**	*n/a*	Edit/Mode/Pan
Close the menu	**[Esc]**	*n/a*	Right-click and select Cancel
CAD Messaging Options			
Send a message to a CAD workstation	*n/a*	WM	*n/a*
Enter an InterCAD message	*n/a*	ICMA	Right-click Message list and select Add Message
View ICM history	*n/a*	ICMH	Right-click Message list and select View ICM History
Send a page to unit's pager	*n/a*	PU	Right-click unit; select Send Page to Units Pager

To do this,	press this key	enter this command[1]	or use the mouse to click here
Other CAD Features			
Show the Command Button Bar	**[Spacebar]**	BB	*n/a*
Access CIC query information	*n/a*	CIC	Lightning Bolt icon
Launch Associated EMD Interface	*n/a*	EMD	
EMS Run Cards	*n/a*	ERUN	
Fire Run Cards	*n/a*	FRUN	
Law Run Cards	*n/a*	LRUN	
Freeze Notes	*n/a*	FN	
View Active Form List	*n/a*	FORM	
Show a List of Opened CAD Call Forms	*n/a*	FORMS	
Enter a log message without opening the dispatch log	*n/a*	LA	*n/a*
StationAlarm Options			
Change the alarm location for a unit	*n/a*	AL	Right-click a unit and select Alarm Location Settings/Set Unit's Alarm Location
Set the unit's alarm location to their default location	*n/a*	ALH	Right-click a unit and select Alarm Location/Set Unit's Alarm Location to Unit's Home/Default Station
Send alarm to a station	*n/a*	ALS	StationAlarms/Alarm Station
Send an alarm to all stations	*n/a*	ALS ALL	StationAlarms/Alarm All Stations
Send an alarm to a unit	*n/a*	ALU	StationAlarms/Alarm Unit at Station
Turn a station's PA on or off	*n/a*	PA	StationAlarms/Turn Station PA On / Off
Exiting CAD			
Exit the current call	**[Esc]**	*n/a*	*n/a*
Log out and login as a different user	**[F12]**	LOGIN	File/Logout & Login as Different User
Close SmartCAD	**[Shift+F12]**	X or LOGOUT	File/Logout & Exit

1 The unit number can be added to many commands to place a specific unit en route, on scene, off duty, etc.

2 This command must be followed by a unit call number.

3 This command must be followed by a unit call number, comma (,) and a unit call number.

Selecting a Color Scheme

The agency can use the *CAD Configuration* module to assign different colors to indicate call priority and unit status in CAD. Color schemes are created in *CAD Configuration*. On the View menu, point to Colors and then click the configuration you want.

Note: Your color scheme selection can be stored with a unique desktop setting. Refer to "Creating Desktop Settings" for more information.

Timers

When a timer expires for a call or unit, the timer or unit is displayed in a different color.

- Red indicates the Call Hold Timer has expired.
- A Gray highlight indicates a unit's T4 timer has expired.
- A Yellow highlight indicates a unit is enroute.
- Green indicates a unit has been dispatched.
- White indicates a unit has not yet been assigned.

Creating Desktop Settings

The user's preferred CAD display settings can be saved and stored as a Desktop Setting. For example, if it is preferred to view unit information in rows and use scroll bars for calls and units, a Desktop Setting can be created with these options enabled. The next time that user logs into CAD, the preferred Desktop Setting can be selected to enable these options.

1. Use the **View** menu to enable or disable options based on your preference. For example, on the **View** menu, point to **Unit Screen Settings** and then click **Show Units in Rows** and **Show Horizontal Scroll Bar for Unit Rows**.

   Note: The only options on the View menu that are not included with desktop settings are Show All Areas and Call Screen Settings/Show Call Secondary Geo Area For.

2. When you have completed modifying settings, go to the **File** menu, point to **Desktop Settings** and then click **Save Desktop**.

3. A message displays to replace the current configuration or create a new desktop. Click **No** to create a new desktop. Click **Yes** to replace the selected desktop setting with the View options selected in step 1.

4. Type the new desktop name and press **[Enter]**. For example, type `Dispatcher1`.

5. The next time CAD is accessed, go to the File menu, point to Desktop Settings, point to Load Desktop and click the preferred desktop. Using the above example, the menu option would be **Dispatcher1**.

Default Desktop Settings

1. To set the default desktop setting, ensure the correct desktop setting is currently in use. On the **File** menu, point to **Desktop Settings**, point to **Load Desktop**, and then click the correct desktop.
2. On the **File** menu, point to **Desktop Settings**, point to **Load Desktop**, and then click **Set [Desktop Name] as Default**. The default desktop setting appears with an asterisk on the Load Desktop list.
3. Each time the user logs into CAD, the default desktop setting is applied. If needed, the user can select their desktop preference at any time.

- ✓ Desktop names are limited to 20 characters.
- ✓ On the **File** menu, point to **Desktop Settings** and then click **Delete [Desktop Name] Desktop** to remove the selected desktop setting.

Using SmartCAD

Monitoring CAD Activity

The SmartCAD Call / Unit Status screen displays new calls for service, holding calls, suspended calls, and any other calls that have not been archived. All units currently on duty are also displayed. Depending on the call screen settings, the main SmartCAD screen shows Law Enforcement calls, Fire calls, EMS calls, and non-CAD calls. Each workstation can be customized so that only specific types of calls are viewed.

Note: Most options on the View menu can be stored with a unique desktop setting. Refer to Creating Desktop Settings for more information.

Call Details

Details listed for each call include the primary unit, backup unit (BkUp), queued unit, call priority, complaint/nature of the call, incident status, primary dispatch area, secondary geographic area, and the dispatch location. A timer tracks the amount of time spent on a call or, if a unit hasn't been assigned, how long the call has been holding. The timer is reset when the status of a unit on the call changes.

Calls are color-coded to indicate priority and call status based on your agency's configuration. In addition, the following icons may appear to the left of the call record:

- A blue dot indicates the call was initiated by an MCT user.
- A green double arrow icon indicates that call information has been changed. The icon will expire following the amount of time configured in *CAD Configuration*.

Displaying Grid Lines

If you would like the call list displayed in a grid, go to the View menu, point to Call Screen Settings, and then click Show Column Lines on Call Screen and/or Show Row Lines on Call Screen.

Navigating the Call / Unit Status List

Call List

Scroll bars are available that allow you to view additional call details or scroll through the call list. For example, enabling the horizontal scroll bar allows you to scroll through call details such as incident number, complainant, dispatch time, and additional backup units.

On the View menu, point to Call Screen Settings and then click Show Call Screen Horizontal Scroll Bar and Show Call Screen Vertical Scroll Bar to enable scroll bars.

Use the up and down arrows and the [Page Up] and [Page Down] keys to scroll to a specific call.

Shortcut keys and right-click menus are also available and provide users navigation tools to move around both the call list and unit list. Use the following shortcut keys or right-click and select **Navigate Around Calls Screen**.

Action	Shortcut Key for Calls
Go to first call	**[Ctrl+PgUp]**
Go to last call	**[Ctrl+PgDn]**
Set focus on command line	**[Tab]**
Scroll calls up one line	**[Up-arrow]**
Scroll calls down one line	**[Down-arrow]**
Page up calls	**[PgUp]**
Page down calls	**[PgDn]**

Unit List

Shortcut keys are only available for the unit list if units are viewed in rows. To initiate "row" mode, click the **View** menu, point to **Unit Screen Settings** and select **Show Units in Rows**.

Action	Shortcut Key for Units
Scroll units up one line	**[Shift+Up-arrow]**
Scroll units down one line	**[Shift+Down-arrow]**
Page up units	**[PgUp]**
Page down units	**[PgDn]**

Call Types

There are four types of call screen settings for the workstation; Law, Fire, EMS, and non-CAD. Users can choose to view all call types or any combination thereof. Use the **View** menu to change the type of calls being monitored on the workstation. A check mark indicates the given call type is being monitored. For example, if Fire and EMS calls are being dispatched and only those calls should be viewed, go to the **View** menu, point to **Call Screen Settings** and then click **Show Fire Calls**. Repeat and click **Show EMS Calls**. A check mark appears next to each option indicating you are viewing fire and EMS calls.

To view only non-CAD calls, such as breaks or court appointments, go to the View menu, point to Call Screen Settings and click Show Non-CAD Calls.

Hiding the Call List

The call list is shown by default, but it may be hidden from view. To hide the call list, press **[Alt+C]** or enter HCS in the Command line. To show the list, press **[Alt+C]** again or enter SCS in the Command line.

Monitoring Call Statuses

Settings in *CAD Configuration* determine which calls will be monitored by default. The choices are holding calls, working calls, suspended calls, and closed calls.

Changes can be made to the settings to monitor different statuses as needed using the View menu. A check mark indicates the selected option is being monitored. For example, if closed calls are seen and should not be, go to the **View** menu, point to **Call Screen Settings**, and then click **Show Closed Calls** to remove the check mark and disable this option.

911 Calls

Calls received from the E911 feed appear in the 911 panel below the unit pane. Calls can be created directly from the E911 feed. All data passed in through the 911 interface is populated on the call record. You may also associate a 911 call with an already existing 911 call.

Login Details

The current date and time, user, location/workstation ID, and software version appear at the very bottom of the SmartCAD window.

If the agency is using a server time setting to synchronize date and time details, the date and time are displayed in black. If the date and time are displayed in grey, go to the **File** menu and click Force Time Server Poll to synch your workstation with the server.

Command Line Screen Tips

As commands are entered, command line hints that show the proper format for the command are displayed to the right of the command line. The screen tip displays the command function and, if appropriate, a command string. For example, when entering a traffic stop using the QT command, the screen tip <CallNo>, <State>, <Tag>, <Location>, -> Quick Traffic Stop can appear, assuming the Quick Traffic Stop is configured as such in *CAD Configuration*. "Quick Traffic Stop" indicates the command function and the bracketed information (i.e. "<CallNo>") indicates text that can be added to the command.

If command screen tips should not be viewed, go to the **View** menu and click **Show Command Hints** (it will be checked). The **View** menu can, then, be re-entered to ensure the check mark has been removed.

Multiple Call Views

Settings in *CAD Configuration* determine if multiple call records may be viewed in CAD. If this functionality is enabled, Incident Windows appears on the CAD main window and lists all open call records available for viewing. The maximum number of call record windows that may be open at one time is defined in *CAD Configuration*. Incident Windows is not enabled if the maximum number of call views allowed is zero (0) in *CAD Configuration*.

Shortcut Menus

Right-click a call to view shortcut menu options including Put Unit Enroute, Put Unit Onscene, Close Call, Suspend Call, and others.

Right-click the command prompt to view shortcut menu options including Put Unit On Duty, Change Unit Status, Logout, and others.

Monitoring Dispatch Areas

Viewing All Dispatch Areas

The dispatch areas monitored by each CAD workstation are determined in the *CAD Configuration* module. To view all dispatch areas, press **[Alt+A]**. To view only the configured areas, press **[Alt+A]** again.

Changing Your Settings

Agencies

The agencies monitored by each CAD workstation are determined in *CAD Configuration*. To change the agencies monitored, click on **Agencies** on the menu bar.

A list of configured agencies appears. Agencies that reside on the same server as the CAD system are listed in black to indicate they are available. (Agencies that appear in gray are not available.) Place checks beside agencies or highlight agencies to be monitored and press the **[Spacebar]** to select that agency. When finished selecting agencies to monitor, click **Close** or press **[Esc]**.

Primary Dispatch Areas

The dispatch areas monitored by each CAD workstation are determined in *CAD Configuration*. To change the dispatch areas you monitor, select **District** on the

menu bar (assuming **District** is the agency's Primary GEO Area). Find the dispatch area(s) to be monitored and press the **[Spacebar]** to select that area. When finished selecting dispatch areas to monitor, click **Close** or press **[Esc]**.

Any dispatch areas for which the workstation has primary responsibility appear with a gray check box and cannot be removed from the display. Responsibility for the dispatch area can, however, be transferred to another workstation. Refer to Transferring Zone Responsibility for more information.

Secondary Area Types

To change the type of secondary geographic area that appears on the call list, go to the **View** menu, point to **Call Screen Settings**, point to **Show Secondary Geo Area For**, and then click the correct type: **Law**, **EMS**, or **Fire**. Menu options specific to fire may only be viewed on workstations that are designated as fire workstations in *CAD Configuration*.

Transferring Responsibility for Dispatch Areas

Workstations are configured with primary responsibility for dispatch areas in *CAD Configuration*. If a user has primary responsibility for a dispatch area, responsibility must be transferred to another workstation before the workstation is vacated, such as during a lunch break.

1. On the main CAD window, click on **District** on the menu bar (assuming **District** is the agency's Primary GEO Area).
2. A list of your agency's dispatch areas appears. Any dispatch areas for which the workstation has primary responsibility appears with a gray check box. Click **Transfer Zone Responsibility**.
3. The *Transfer Zone Responsibilities* window appears. Select the user to accept responsibility for the zone transfer.
4. Select the zone to be transferred, and press the **[Spacebar]** to select the check box. Alternately, the boxes can be checked using the mouse.
5. Click **Request Transfer of These Zones**.
6. A message verifies whether or not the transfer was accepted by the receiving workstation. Press **[Enter]** to close the message or click **Respond** to send a response message.
7. Upon returning to the workstation, the receiving workstation will return responsibility for the dispatch area(s). A message notifies of the request to return responsibility for the dispatch area(s). Press **[Enter]** to accept the return of responsibility.

Accepting a Transfer

When another dispatcher leaves their workstation, they may transfer responsibility for a specific dispatch area to another workstation. For the transfer to be executed, it must be accepted on the receiving workstation.

1. A transfer request message appears on the receiving workstation. The message indicates which dispatch areas are being transferred and who is requesting the transfer.
2. Enter a message for the dispatcher in the available field.
3. Click **Accept Transfer** to assume responsibility for these areas. Calls and units assigned to these areas appear on your workstation if they were not listed already.

If responsibility cannot be assumed, click **Reject Transfer**.

- ✓ When viewing the list of dispatch areas available for your workstation (District), transferred dispatch areas appear with a T next to their name.
- ✓ Once you accept responsibility for a dispatch area, you cannot hide or remove that area from your workstation. You must return responsibility to the original workstation.

Returning a Transferred Dispatch Area

Once responsibility for a given dispatch area is accepted, that area cannot be hidden or removed until responsibility is returned to the original workstation.

1. To return a transferred dispatch area to the original workstation, select **District** on the menu bar (assuming **District** is the agency's Primary GEO Area).
2. A list of the agency's dispatch areas appears. Transferred dispatch areas appear with a "T" next to their name. Click **Return Responsibility**.
3. Select the user whose dispatch areas should be returned.
4. Verify the user and dispatch areas listed are correct and, then, click **Return Zones**. Responsibility for all transferred dispatch areas will be returned to the original user and workstation.
5. Press **[Esc]** to return to the main CAD window.
6. A message notifies whether or not the return of responsibility was accepted. Press **[Enter]** to close the message or click **Respond** to send a response message.

Monitoring Unit Details

The call number and description for units on duty are displayed by dispatch area.

Units are color-coded to indicate if they are en route, on scene, available, out of service, or not available.

Note: Most options on the **View** menu can be stored with a unique desktop setting. Refer to Creating Desktop Settings for more information.

Viewing Unit Details

By default, units for each dispatch area are displayed in separate columns. For other viewing options, go to the **View** menu and point to **Unit Screen Settings**. Including the default option, there are three option available: **Show Units in Separate Columns by [District]** (the Primary GEO Area is in brackets), **Show Units In Continuous Columns**, and **Show Units in Rows**.

To view more details about units, go to the **View** menu, highlight **Unit Screen Settings** and click **Show Units in Rows**. The units are listed across the bottom of the window, including the call number, agency, dispatch area, comment, current assignment, nature and priority of the current call, and dispatch location for each unit. The unit lists can be sorted by call number, agency, or dispatch area by clicking the column header. If a grid is desired for the unit list, go to the **View** menu, point to **Unit Screen Settings** and then click **Show Column Lines for Unit Rows** and/or **Show Row Lines for Unit Rows**.

Navigating Unit Details

If units are being viewed in rows, scroll bars are available that allow viewing additional details or scroll through the list. On the **View** menu, point to **Unit Screen Settings**, and then click **Show Horizontal Scroll Bar for Unit Rows** and/or **Show Vertical Scroll Bar for Unit Rows** to access the scroll bars.

Press **[Shift+Up-arrow]** or **[Shift+Down-arrow]** and **[Shift+Page Up]** or **[Shift+Page Down]** to scroll to a specific unit.

Viewing Unit Hints

Unit details can also be seen by holding the mouse cursor over a unit. Details include the unit's name, unit assignment, current role, assigned station, and current status/last location. If the unit is on a call, the call number, status, complaint type, and priority are also displayed. Select View/Hide Unit Details to disable this option. A check mark indicates this option is disabled.

Agency acronyms are displayed with the unit call number and note. On the View menu, point to Unit Screen Settings and then click Hide Unit Agency Name to disable this option. A check mark indicates this option is disabled.

Sorting Units

The unit list can be sorted by assignment and call number, agency and call number, call number and agency, or comment and call number. Right-click anywhere in the unit list to view and select sort options. (Note: If a unit number is right-clicked, the unit shortcut menu will appear.)

Hiding the Unit List

To hide the unit list, press **[Alt+U]** or enter HUS in the Command line. To view the unit list again, press **[Alt+U]** or enter SUS in the Command line.

Shortcut Menus

Right-click a unit to view shortcut menu options including: View Unit Information, Dispatch Unit, Put Unit Enroute, Put Unit Onscene, Queue Unit, Reset Unit Check Timer, Check Last Location, Send Message, Mapping, and others.

Monitoring the Radio Log

The radio log appears in the between the Call list and the Unit list provided the workstation is configured to view the radio log. The radio log records specific events in the system such as incident creation, unit status change, and unit queuing and is updated automatically when the call and unit lists are updated.

A flag appearing next to the radio log entry indicates that a CAD command is associated with the event; a folder indicates a message is associated with the event.

To hide the radio log, type RLH at the Command prompt and press **[Enter]**. To make the radio log visible again, type RLS at the Command prompt and press **[Enter]**.

Undocking the Radio Log

If you prefer to view the radio log in a separate window, type RLD at the command prompt and press [Enter]. Drag the radio log to the preferred position on your screen. The radio log defaults to the topmost window. If you do not want the radio log to be on top, go to the Radio Log File menu and click Always on Top to remove the check mark.

To change the number of event records displayed in the radio log, go to the Radio Log File menu and click Change Return Count. Enter the number of records you want to view and click OK.

The radio log remains open as a separate window until you close the window or enter RLD again to dock the log back into place.

Viewing a Radio Log Record

Double-click a radio log entry to open the record. Information in the radio log includes: general record information, message header, command information, and message. When you have finished reviewing it, press **[Esc]**.

Viewing Commands

A flag appearing next to the radio log entry indicates that there is a command associated with an event. Right-click the flag to view the command text. The command text appears on the Shortcut menu.

To implement the command, double-click the flag. For example, if the command **View Unit 100 Last Location** (i.e. `LL 100`) is associated with an event record, the last location details for unit 100 appear when the flag is double-clicked.

Using the Address Book

The address book can be accessed from the main CAD window or while viewing a call record. Type `ADD` at the command prompt and press **[Enter]**. The address book appears, displaying the name, phone numbers, and address for each entry.

The address book may be filtered before working with a record. Filter options include name, contact, phone 1, phone 2, cellular, pager 1, pager 2, address, comment 1, comment 2, and comment 3.

Enter the filter criteria to be applied and click **Filter**. To remove the filter, click **Clear Filter**.

Address book records are sorted by *Name* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and the shading of the sorted column.

To find a specific address, press **[F5]**. Search is made on the selected sort order. Type the search criteria and press **[Enter]**. If the needed record is selected, press **[Enter]** to open it for viewing or editing. Otherwise, double-click on the necessary record.

To add a record to the address book, press **[Insert]** or click **Add**. Enter the name or agency, the full address, latitude and longitude coordinates, contact person, two phone and pager numbers, a cell phone number, and any comments about this agency or organization. When finished, press **[Esc]** to close the record.

When finished using the address book, press **[Esc]** or click **Close** to return to the main CAD window.

- ✓ To add or edit an entry in the address book, Full Access rights are required in *Employee Master*.
- ✓ To delete address book records in CAD, the agency administrator must enable delete options in *CAD Configuration* and the user must have full user access rights in *Employee Master* to delete an entry in the address book.
- ✓ Use the **[arrow keys]** to move from column to column on the record list.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.
- ✓ Right-click any field on the address book entry form to access additional options.

Using the Scratch Pad

SmartCAD provides a scratch pad or screen shot queue that allows users to capture the current activity in SmartCAD. Each workstation maintains a separate scratch pad that holds the configured number of images set in *CAD Configuration*. For example, Workstation A is configured to hold five screen images. When the user at Workstation A creates image 6, image 1 is deleted and replaced by image 6.

1. A scratch pad image may be created from the main CAD window or while viewing a call record. Type SP at the command prompt and press **[Enter]**. The CAD Scratch Pad window opens.
2. Click New Screen to create an image of the window currently being viewed. Enter a name for the screen image and press **[Enter]**. The date, time, user, and workstation are entered automatically. Enter the subject of the screen image and any additional information.
3. Any existing scratch pad images are listed on the left. Select an image to view it.
4. Use the view options available below the image to change the view.
    - View Normal – This view is used by default.
    - Fit to Window – Select this option to shrink the image to fit the image window.
    - Fit Sides – Select this option to crop the image to fit the width of the window.
    - Stretch – Select this option to stretch the image to fit the length of the window.
5. Click **Save Image to File** to save the current screen image as a BMP file. Browse to the location where this image should be saved. Enter a file name and click **Save**.
6. Click **Print** to print the current screen image. The *Print Preview* window opens. Click the **Print** icon to print the report. Click **Close** to return to the *Scratch Pad* window.

7. When finished reviewing screen images, click **Close**.

✓ Click **Delete** to delete the current screen image from the queue.

Reviewing Standard Operating Procedures

1. Type SOP at the command prompt and press **[Enter]**. The *Standard Operating Procedures* window appears. All operating procedures are listed.
2. The Standard Operating Procedures list may be filtered before working with a record. Filter options include Description, SOP Number, and Other Number. Enter the filter criteria to be applied and click **Filter**. To remove the filter, click **Clear Filter**.
3. Operating Procedures are sorted by *Description* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.
4. To find a specific procedure, press **[F5]**. The search is made on the selected sort order. Type the description of the procedure and press **[Enter]**.
5. Press **[Enter]** or double-click to open the selected procedure.
6. To add a Standard Operating Procedure, press **[Insert]** or click **Add**. Enter the Other Number, the Description of the procedure, and the detailed procedures. Press **[Tab]** to save the procedure. Press **[Esc]** to close the record.
7. When you finished reviewing Standard Operating Procedures, press **[Esc]** to return to the main CAD window.

✓ You must have full user access rights in the Employee Master File module to add a Standard Operating Procedure.

✓ To print an individual operating procedure record, open the record and click Print.

✓ To print all operating procedures, click Print All on the Standard Operating Procedures window.

✓ In order to delete records in CAD, your agency administrator must enable delete options in *CAD Configuration* and you must have full user access rights in the Employee Master File to delete a Standard Operating Procedure.

✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

- ✓ Use the **[arrow keys]** to move from column to column on the record list.

Reviewing Medical Instructions

1. Type `MED` at the command prompt and press **[Enter]**. The *Medical Instructions* window appears. All medical instructions are listed.
2. The *Medical Instructions* may be filtered before working with a record. Filter options include Description, MED Number, and Other Number. Enter the filter criteria to be applied and click **Filter**. To remove the filter, click **Clear Filter**.
3. *Medical Instructions* are sorted by *Description* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the currently sorted column.
4. To find a specific medical record, press **[F5]**. The search is made on the selected sort order. Type the description of the record and press **[Enter]**.
5. Press **[Enter]** to open the selected medical record.
6. To add a medical record, press **[Insert]** or click **Add**. Enter the Other Number, the Description of the medical record, and the detailed instructions. Press **[Tab]** to save the procedure. Press **[Esc]** to close the record and abandon unsaved changes.
7. To delete a medical record, select it and press **[Delete]**. Press **[Y]** to confirm record deletion. Press **[N]** to abandon the deletion request.
8. When finished reviewing Medical Instructions, press **[Esc]** or click **Close** to return to the main CAD window.

- ✓ To add or edit Medical Instructions, Full Access is required in *Employee Master*.
- ✓ To print an individual medical record, open the record and click **Print**.
- ✓ To print all Medical Instructions, click **Print All** on the Medical Instructions window.
- ✓ To delete Medical Instructions, the agency administrator must enable delete options in *CAD Configuration* and full user access rights in *Employee Master* to delete Medical Instructions.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Viewing Tow and Wrecker Companies

1. A list of Tow and Wrecker companies can be accessed from the main CAD window or while viewing a Call record. Type `WRE` at the command prompt and press **[Enter]**. The Tow/Wrecker Companies window appears. All towing companies are listed, including complete wrecker company details. Use the horizontal scroll bar to view details.
2. Tow Companies are sorted by *Company* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window or by the shading of the sorted column.
3. To find a specific Company, press **[F5]**. The search is made on the selected sort order. If the list is currently sorted by *Company*, type the Company name and press **[Enter]**.
4. When finished reviewing Tow Companies, press **[Esc]** or click **Close** to return to the main CAD window.

Reviewing Administrative Notes

1. A list of Administrative Notes related to call records can be viewed from the main CAD window. Type `AN` at the Command prompt and press **[Enter]**. The *CAD Call Administrative Notes* window appears. The maximum number of records displayed is configured by workstation.
2. The Administrative Notes list should be filtered before working with a record to ensure viewing the correct records. Filter options include Added By, Note Text, Incident Number, and Note Date. Enter the filter criteria to be applied and click **Filter**. For example, to view notes for Dispatcher1, enter Dispatcher1 and click Filter. Only notes entered by Dispatcher1 are displayed. To remove the filter, click Clear Filter.
3. Administrative Notes are sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.
4. To find a specific note, press **[F5]**. The search is made on the selected sort order.
5. Double-click or press **[Enter]** to view the selected note.
6. Press **[Esc]** to return to the main CAD window.

- ✓ If you are viewing a call record, enter AN at the command prompt to view administrative notes related to the call.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Printing CAD Reports

SmartCAD allows reports to be printed of the selected call, all active calls, or all active units. When a report is selected, it is displayed on-screen. When ready to print, click the **Print** icon to produce the printed report.

You must have full user access rights to Run SmartCAD Reports in the Employee Master File in order to print reports.

- Current Call – Select File/Print/Print Current Call. The report includes call details such as dispatch location, location of occurrence, complaint type, priority, complainant details, suspect information, vehicle information, dispatch and call taker user names, incident and report numbers, call dates and times, unit dates and times, and call notes.
- Active Calls – Select File/Print/Print Active Call List. This report includes the primary unit, backup units, complaint type, priority, geographic area, dispatch location, incident number, report number, and received date and time for each active call.
- Active Units – Select File/Print/Print Active Unit List. This report includes the call number, agency, dispatch area, comment, status, begin date and time, end of shift, and current alarm location for each active unit.

Viewing Logs

Reviewing the Communications/Dispatch Log

The Communications/Dispatch Log is visible to all dispatchers. However, full access to Logs in *Employee Master* is required to add, edit, and delete dispatch log entries. To view only the current user's dispatch notes, use the CMA Log. See Reviewing Personal Dispatch Logs.

1. Dispatch notes from the main CAD window or while viewing a Call record. Type `LOG` at the Command line and press **[Enter]**. The *Communications/Dispatch Log* appears. All log entries are listed, including the Date, Time, Public Release, Operator, Type, From/To, and Log Entry.

2. The Dispatch Log list may be filtered before working with a record. Filter options include Visibility, Operator, Log Entry, Type, From, To, Operator, and Date/Time Range. Enter the filter criteria to be applied and click **Filter**. When filtering the list by a Date/Time Range, place a check beside **Date Range On**. For example, to view the Dispatch Log for a specific operator on May 1, 2014, enter the Operator ID, place a check beside **Date Range On**, enter `05/01/2014 00:00:00` to `05/01/2014 23:59:59` for the date range, and, then, click **Filter**. Only entries for the operator on the selected date are displayed. To remove the filter, click **Clear Filter**.

3. Log records are sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.

4. To find a specific log entry, press **[F5]**. The search is made on the selected sort order. Type the necessary search criteria and press **[Enter]**.

5. Double-click the needed log entry, or press **[Enter]** to edit the selected log entry.

6. To print a log entry, open the selected record and click **Print**. The Print Preview window displays the report. Click the **Print** icon to print the report.

7. To enter a note, click **Add** or press **[Insert]**. The date, time, and user name are automatically entered. The entry type is entered by default; change the type as needed using the ellipsis (**…**).

8. If this note is approved for public release, place a check beside the appropriate option.

9. If this note is a caution or road closure, enter the date range during which this notice is valid.

10. Enter the subject and message of your note. Press **[Esc]** to close the note.

11. When finished reviewing and adding notes, press **[Esc]** to return to the main CAD window.

Using the CAD Command Line

Dispatch Log entries are entered using the command line. To view a list of all user commands, type COMMAND at the command line.

LA Command

To quickly enter a complete log message without opening the dispatch log, type LA at the command line and press **[Enter]**. Message types can be specified by entering a quick key at the command prompt as follows: **LA** [space] (*quick key*) [,] (*Log Message*). For example: **LA** [space] RC, Accident closed road.

If a message type does not need to be specified, enter a comma followed by the message text. The default Message Type defined in CAD Configuration is assigned to the message. For example: **LA** [space], Investigator on scene.

- ✓ You can also sort log entries by right-clicking the Sort button and selecting the sort you want to apply.
- ✓ Records displayed in red are not authorized for public release.
- ✓ Records displayed in green are authorized for public release.
- ✓ When you use the command prompt to make a log entry, the default log entry type is applied.
- ✓ The default log entry type is designated in CAD Configuration.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Reviewing the Radio Log

The radio log on the main CAD window is limited to a specific number of events per workstation in order to remain current. This option provides access to the entire radio log.

1. The radio log history can be viewed from the main CAD window or while viewing a call record. Type RL at the Command line and press **[Enter]**. The radio log appears. All log entries are listed, including the date, time, type, call number, agency, dispatch area, subject, and the user/workstation recording the entry.
2. The radio log may be filtered to locate specific records. Filter options include dispatch area, subject, user ID, workstation ID, call number, primary geo, log type, agency, and date range.

Enter the filter criteria you want to apply and click **Filter**. When filtering the list by a date range, be sure to place a check beside **Date Range On**. For example, to view log entries from May 1, 2014 through July 8, 2014, place a check beside **Date Range On**, enter 05/01/2014 00:00:00 and 05/08/2014 23:59:59 for the date range, and click **Filter**. Only log entries entered during the selected date range are displayed.

To remove the filter, click **Clear Filter**.

3. Radio Log records are sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.
4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Type the search criteria and press **[Enter]**.
5. Double-click the desired record or press **[Enter]** to edit the selected log entry.
6. When finished reviewing the radio log, press **[Esc]** to return to the main CAD window.

- ✓ Click **Add** or press **[Insert]** to add a radio log record.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.
- ✓ Click **Print Summary** to view a summary report of filtered log entries. Only those entries currently being viewed print on the summary report.
- ✓ Click **Print Details** to view each radio log entry on a separate page.
- ✓ Press **[F10]** to mark a radio log record as read. The record is temporarily removed from view. The next time CAD is accessed, the record will be visible again.
- ✓ If RLS is used in the command line and the radio log is not enabled in CAD Configuration, a message appears notifying you that the radio log is disabled.
- ✓ To print an individual radio log entry, open the record and click **Print**.

Adding a Radio Log Record

1. To add an event to the radio log, type RLA at the Command line and press **[Enter]**.
2. The date and time, user name, and workstation are automatically entered.
3. Enter the **Log Entry Type** using the ellipsis (**…**). Use the same method to enter the dispatch area, agency, and call number for this record.
4. Enter the **Subject** for this log entry.

5. Enter a detailed **Message** for this event.
6. When finished, click **Close** or press **[Esc]**.

- ✓ Radio log records can also be entered using the command line. To do so, enter RLA followed by the call number, radio log type, and subject. The radio log type configured for the workstation is used by default.
- ✓ When a radio log entry is recorded for a specific unit and the unit's welfare check timer is currently enabled, the timer is automatically reset.
- ✓ Radio log types and your workstation's default radio log type are defined in CAD Configuration.
- ✓ If RLS is used in the command line and the radio log is not enabled in CAD Configuration, a message appears to notify that the radio log is disabled.
- ✓ To view the complete radio log, double-click the summary record on the list.

Marking a Radio Log Record as Read

If radio log records are configured to be marked as read, they can be temporarily removed from the list of records on the workstation for the current session.

1. To mark a radio log record as *Read*, select the record and press **[F10]**.
2. The record is removed from the list for the current session ONLY.
3. Logging out and logging back in restores the log record to the view. The *Mark as Read* setting affects only the current session of the current workstation, not all workstations.

Reviewing Personal Dispatch Logs

The CMA Log (Communications Dispatch Log) displays the current user's dispatch notes ONLY. To view all dispatcher's notes, use the Dispatch Log.

1. Dispatch notes can be entered from the main CAD window or while viewing a call record. Type CMA at the Command line and press **[Enter]**. The CMA Log appears. All of the current user's log entries are listed, including the date, time, log entry, and the dispatcher who made the entry.
2. The CMA Log may be filtered before working with a record. Filter options include added by, note, and date range. Enter the filter criteria to be applied and click **Filter**.

   When filtering the list by a date range, place a check beside **Date Range On**. For example, to view log entries from May 1, 2014 through May 8, 2014, place a check beside **Date**

Range On, enter `05/01/14 00:00:00` and `05/08/2014 23:59:59` for the date range and click **Filter**. Only log entries entered during the selected date range are displayed.

To remove the filter, click **Clear Filter**.

3. The CMA Log records are sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.
4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Type the search criteria and press **[Enter]**.
5. Double-click the desired record or press **[Enter]** to edit the selected log entry.
6. To enter a note, press **[Insert]**. The date, time, and user name are automatically entered. Type the note and press **[Tab]** to save your note. Press **[Esc]** to close the note.
7. When finished reviewing and adding notes, press **[Esc]** to return to the main CAD window.

- ✓ Notes can be quickly entered from the Command line by typing `CMA` and the note. For example, typing `CMA CLOSED CALL PER SUPV DIRECTIONS` at the Command line and press **[Enter]** to create the note "Closed Call Per Supv Directions" in the current users dispatch log.
- ✓ Entering `%` in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Reviewing the Tow Log

Full access to logs in *Employee Master* is required to add, edit, or delete Logs.

1. The Tow Log can only be accessed for review from the main CAD window. Type `TOW` at the Command line and press **[Enter]**. Tow Log record details displayed include the Date, Time, Vehicle State, Tag, HIN, VIN, Year, Vessel Name, Make, Model, Towing Company, and Incident Number for each vehicle towed. The maximum number of records displayed is configured by workstation.
2. The Tow Log record list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include State, Tag Number, VIN, Vessel HIN, Vessel Name, Towing Company, and Record Date Range or a combination of these criteria. The list can also be filtered to *Show Only Vehicle Tows*, *Only Vessel Tows*, or both. Additionally, the list can be filtered to *Show Only Cancelled Tows*, *Show Only Not Cancelled Tows* or *Show Both*. Enter the filter criteria to be applied and click **Filter**.

To filter the list by a Date Range, place a check beside **Date Range On**. For example, to view all Tow Log records in the month of April 2013 for *All Pro Wrecker Service*, select the **Towing Company** (using the ellipsis [**…**]), `All Pro Wrecker Service`, place a check beside **Date Range On**, enter `04/01/2013` and `04/30/2013` for the date range, and click **Filter**. Only tows by the selected towing company in the given month are displayed.

To remove the filter, click **Clear Filter**.

3. The Tow records are sorted by *Date/Time* by default, as indicated by the color of the column. To apply another sort order, press **[F4]**. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.
4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Type the search criteria and press **[Enter]**.
5. Double-click on the desired record, or press **[Enter]** to open the selected Tow record.
6. If a car is towed due to repossession, add a Tow log record by clicking **Add** or pressing **[Insert]**. The Date, Time, and User Name are automatically entered. Enter the Incident and Offense Numbers, if applicable. Enter the Unit Number, Agency, the Reason for the tow, and Towing Company details. Enter the Tag, State, VIN, Year, Make, Model, and Color for the vehicle. Enter any **Notes** and press **[Tab]** to save them. When finished, click **Close** or press **[Esc]** to close the record.
7. When finished reviewing the Tow Log, click **Close** or press **[Esc]** to return to the main CAD window.

- ✓ If a call record is currently open, entering `TOW` at the Command line will record a tow for that call.
- ✓ Click **Print** to print the selected tow log record.
- ✓ Tow records should be filtered before sorting or searching. Apply filters based on available information. For example, if a specific vehicle tow is being sought, enter the tag number and click **Filter**. To remove the filter, click **Clear Filter**.
- ✓ Tow records can also be sorted by right-clicking the Sort button and selecting the sort order to be applied.

Reviewing the Unit Log

If enabled in CAD Configuration, the unit log records each time a unit's status is changed such as when the user sets the unit's last location, changes the unit's assignment, or resets primary and

secondary timers. Users must have the proper permissions in *Employee Master* in order to add/edit/delete and view log records.

1. Type `ULOG` at the command prompt and press **[Enter]**.

   If a unit number is entered after the ULOG command, the list is automatically filtered by call number and only entries for that unit number appear.

2. The *Unit Status Change Log* window lists the date, time, agency, call number, status description, activity/location, incident number, dispatcher, secondary status, mileage, secondary status location, note, role, and latitude/longitude coordinates for each record. Use the scroll bar to scroll through the unit information.

3. The unit status records list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include agency, call number, dispatcher, status, activity, incident number, role, and date/time range or a combination of these options.

   Enter the filter criteria to be applied and click **Filter**.

   For example, to view all log records for unit 100 from May 1, 2014 through May 14, 2014, enter the **Call Number** (`100`), place a check beside **Date/Time Range**, enter `05/01/2014` and `05/08/2014`, and click **Filter**. Only records for unit 100 in the selected date range are displayed.

   To remove the filter, click **Clear Filter**.

4. The log is sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.

5. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.

6. To print the log records currently displayed, click **Print**. A print preview window displays. Click the **Print** icon to print the report.

7. Click **Close** or press **[Esc]** to close the unit log.

Editing the Unit Log

Existing unit log records can be edited or new records added, as needed. The log entry date/time defaults to current date/time when a new unit status is created. The user must have full access to Logs in *Employee Master* to add or edit unit log records.

1. To view the unit log, type `ULOG` at the Command line and press **[Enter]**. The *Unit Status Change Log* opens.

   To add a new record, click **Add** or press **[Insert]**.

To edit a record, use the filter options to locate the record to be edited. Press **[Enter]** to open the record.

2. Complete the unit information by entering the call number, role, AVL, latitude/longitude coordinates, and mileage.
3. Complete the Log Entry information by entering the activity, status, description, incident number, dispatcher, note, secondary status, and location.
4. Click **Close** or press **[Esc]** to close the record and return to the *Unit Status Change Log* list.

- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Reviewing the Unit Secondary Activity Log

If enabled in *CAD Configuration*, the unit secondary activity log allows an agency to assign secondary activities for units when they are brought on duty. The Unit Activity Log can be updated or new activities added from the Command line. Users must have the proper permissions in the *Employee Master* in order to add, edit, delete or view log records.

Ending a Secondary Activity

A secondary activity that does not require mileage or engine hours to be entered can be ended from the main window.

1. Type `UAL [unit number]` at the Command line and press **[Enter]** to view all the unit's activities. The unit number must be specified. The *CAD Unit Secondary Activity Tracking Log* opens and displays the unit's secondary activities.
2. Highlight the activity to end and click **End**. The **End Date/Time** defaults to the current date and time. Modify the information, as needed.
3. Click **Close** when finished.

Ending a Secondary Activity and Beginning a New Activity

If mileage or engine hours are not required, a new secondary unit activity can be created immediately after ending another.

1. Type `UAL [unit number]` at the Command line to view all the unit's activities; press **[Enter]**. The unit number must be specified. The *CAD Unit Secondary Activity Tracking Log* opens and displays the unit's secondary activities.

2. Highlight the activity and click **End/Add New**. The **End Date/Time** defaults to the current date and time. Modify the information, as needed.
3. The *CAD Unit Secondary Activity Record* opens for entry of the new activity.
4. Click **Save & Close** when you are finished.

Ending a Secondary Activity When Mileage or Engine Hours are Required

If mileage or engine hours are required before an activity is ended, you must open the record in order to enter the required information.

1. Type `UAL [unit number]` at the Command line and press **[Enter]** to view all the unit's activities. The unit number must be specified. The *CAD Unit Secondary Activity Tracking Log* opens and displays the unit's secondary activities.
2. Double-click on the desired activity or highlight the activity to end and click **View** to open the record.
3. Click **End**. Select the correct date and time for the end of the activity.
4. Enter the mileage (vehicle) or engine hours (vessel) in the appropriate fields.
5. Click **Save & Close**.

Starting a New Secondary Activity using a Quick Key

If a Quick Key has been assigned for the secondary activity, the new activity can be entered from the Command line.

1. Type `UAL [unit number] [QUICK KEY]` at the Command line to start a new activity; press **[Enter]**. The *CAD Unit Secondary Activity Record* opens. The Activity Group and Activity fields are automatically populated based on the Quick Key.
2. Enter the **Activity Location**.
3. Click **Save & Close** when finished.

Sending Messages

Sending Messages to CAD Workstations

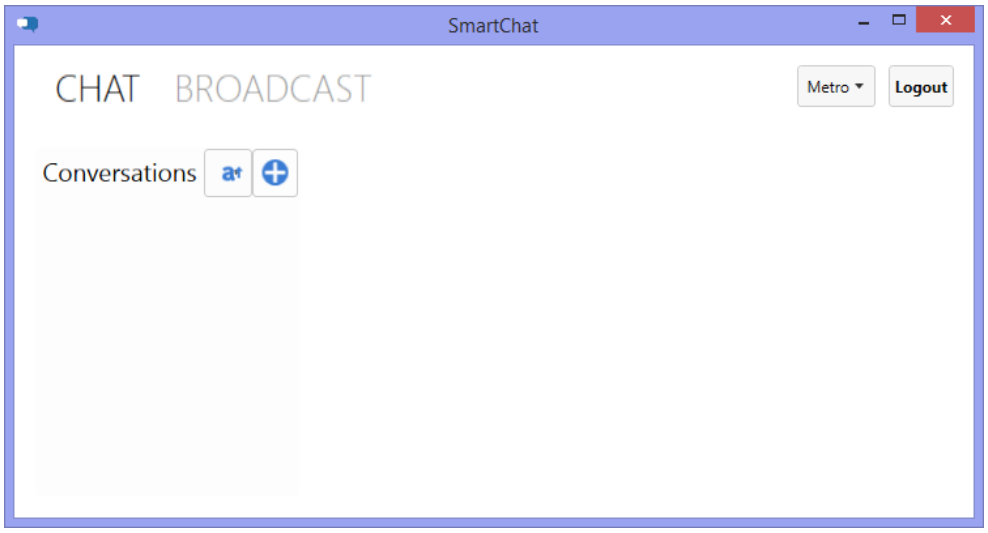
1. Type `WM` at the Command line and press **[Enter]**.
2. The *CAD Workstation Messages* window opens. Select the user to whom a message is to be sent. Click the ellipsis (**…**) to search for the user. Only active users are listed. When the user is found, double-click to select it.
3. The **Date/Time** field are entered automatically.
4. Enter the message to be sent.
5. Click **Send** or press **[Enter]** to send the message. Click **Close** or press **[Esc]** to cancel the message without it being sent.

- ✓ WMSG can also be entered at the command line to send workstation messages.
- ✓ Users who login after the Workstation Messaging window has been opened will be immediately added to the user selection list. The window does not need to be closed and reopened for recently logged in users to appear.
- ✓ When replying to a workstation messages, click the Reply button after the response is entered. Clicking the **OK** button will close the window without sending a response.

Sending Messages to Units (SmartChat)

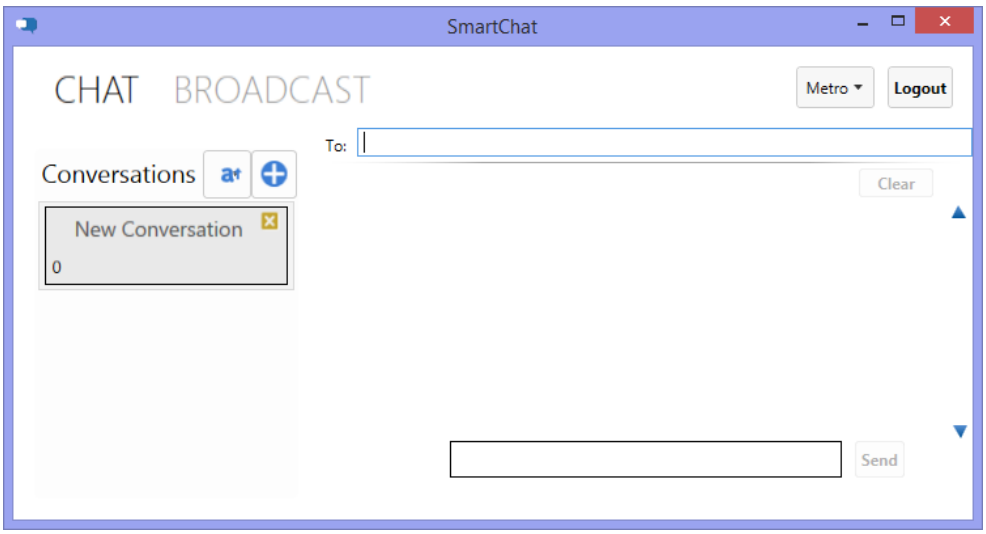
Messages can be sent to officers in the field using the SmartChat module. If the user has permission granted in *Employee Master* to use SmartChat, the application opens with SmartCAD and logs in using the authenticated credentials used to access SmartCAD.

Chat (Individual Conversations)



Dispatchers can initiate chat conversations with units utilizing SmartMCT. The messages appear on the Chat tab on the SmartMCT client.

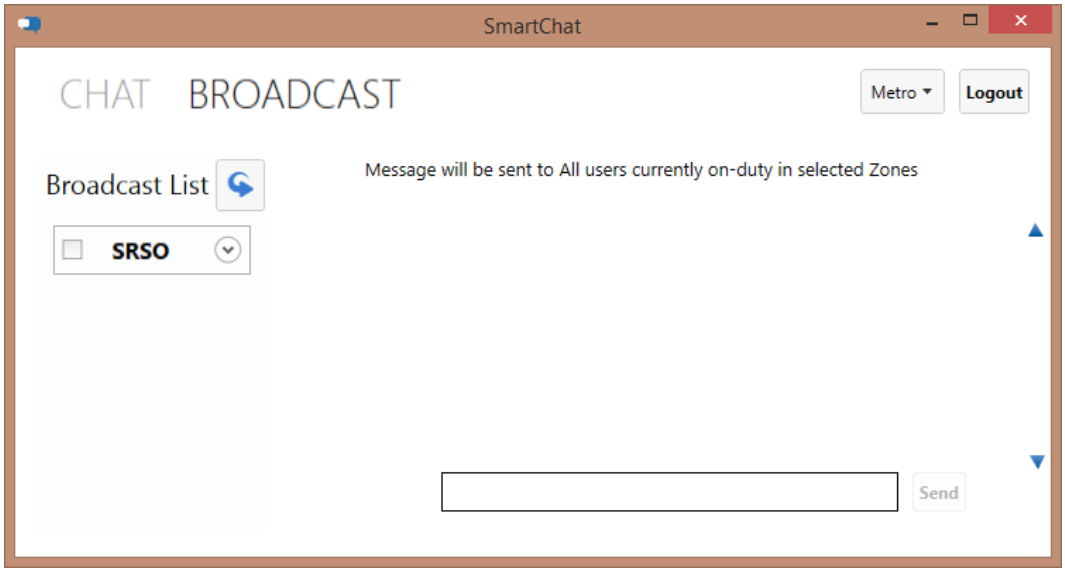
1. The **Chat** tab is selected by default when SmartChat opens.
2. Click the plus sign to initiate a new conversation.
3. Enter the unit number in the **To:** field and press **[Enter]**. The officer's name is filled in on the *To* line and on the left where *New Conversation* initially appears.



4. Type the message to the left of **Send** at the bottom and click on **Send** or press **[Enter]**.
5. The conversation can continue in real time until it is complete.
6. Once the conversation is finished, click the "X" on the conversation tab to the left.

Broadcast (Agency Messages)

Broadcast messages can be sent to all active SmartMCT users in the agency or in specific GEO Areas.



1. Click on the **Broadcast** tab.
2. If the message needs to be sent to all on-duty users, place a check beside the agency acronym. Otherwise, click on the down-arrow to see all configured GEO areas, and check the areas to which the message should be sent.
3. Type the message to the left of **Send** at the bottom and click on **Send** or press **[Enter]**.

InterCAD Messaging

InterCAD Messaging (ICM) allows the posting of messages in CAD to certain dispatch areas and agency workstations, notifying users of road closures, news updates, alerts, etc. This option is enabled in CAD Configuration.

The ICM list appearing in the bottom right corner of the main CAD window includes only ICM messages for the dispatch areas and agencies being monitored by the workstation. For example, if a workstation does not monitor District 4, Inter-CAD Messages for district 4 will not appear on the ICM list.

Creating an ICM

1. Type `ICMA` at the Command line and press **[Enter]**.
2. The date and user adding the message are entered automatically.
3. Enter the type of message to be posted. Message types may be selected by clicking the ellipsis (**…**). The type of message and message subject appear in the grid.
4. Use the drop-down list to assign a priority.
5. Enter the subject of the message. Be as brief but descriptive as possible. The subject appears in the ICM list as a summary of the message.
6. Enter the message.
7. Place a check in box to indicate if this message can be released to the public.
8. Enter the date and time the message should expire.
9. Select the GEO areas to be included in the distribution list.
10. Use the drop-down list to select the agency.
11. Click **Close** to save the message.

- ✓ Right-click the ICM list to view shortcut menu options.
- ✓ The ICM list may be moved by undocking it and dragging to another location on the main CAD window. It can also be hidden from view entirely.
  - Enter `ICMD` at the command prompt to undock the ICM list.
  - If the ICM list is currently undocked, enter `ICMDOCK` to re-dock it, again.
  - Enter `ICMH` at the command prompt to hide the ICM list.

- If the ICM list is currently hidden, enter `ICMS` at the command prompt to view it, again.

✓ ICM Message Types are defined in CAD Configuration.

Viewing the ICM Archive

The ICM list appearing in the bottom right corner of the main CAD window includes only ICM messages for the dispatch areas and agencies being monitored by the workstation. The ICM history archive option allows you to view all ICM messages in the system.

1. Type `ICM` at the command prompt and press **[Enter]**.
2. The InterCAD Messages window includes the created date, ICM type, expiration date/time, priority, public, agency, district, subject, and added by.
3. The list may be filtered. Filter options include ICM type, priority, public, agency, district, subject, added by, created date/time range, expire date/time range.

   Enter the filter criteria to be applied and click **Filter**.

   To remove the filter, click **Clear Filter**.
4. The message list is sorted by *Creation Date/Time* by default. Press **[F4]** to change the sort order. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window.
5. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.
6. When finished reviewing the messages, press **[Esc]** to close the window.

✓ To add a new ICM record, click **Add** or press **[Insert]**.

✓ To add a new record based on the selected record, press **[Ctrl+Insert]**. All information is copied to the new record allowing changes to be made as needed.

✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Managing Units

Placing a Unit on Duty

1. On the main CAD window, press **[F1]** to put a unit on duty.
2. Enter the unit call number and press **[Enter]**. The person's name, geographic assignment, unit type, agency, rank, shift assignment, position, division, personnel number, and end of shift date/time are displayed.

   If applicable, the alarm location and alarm settings are also listed.

   Skip to Step 8 if no changes are needed.

   If the call number is not known, press **[F2]** to find the unit. By default, the list contains only users from the agencies viewed by this workstation. Click **All Agencies** to view all users from all agencies.

   The list is sorted by *Call Number*. To search for a person by name, press **[F4]** to change the sort order to sort by *Name*. Press **[F5]**, enter the person's name, and press **[Enter]**. The nearest matching record is selected. Double-click the desired record or highlight it and press **[Enter]**.
3. To assign a Unit Alias, attempt to make a change to the **Call#** field. This will bring up the dialog that allows an alias to be selected.
   a. Click the ellipsis (**…**) beside the *Select Alias* field.
   b. Double click the desired alias or highlight it and click **OK**.
   c. Click **OK**, again, to confirm the assignment.
4. Verify the unit's geographic assignment and change if needed.

   To look up a geographic area, press **[F3]**. When the correct geographic area is found, select the record and press **[Enter]**.
5. Enter brief information about this unit into the **Comment** field. The **Comment** field is limited to six characters and is visible to all users.

   For example, to designate a unit as a mutual aid unit, enter MAID in the comments field when you put the unit on duty.
6. If the unit type has been configured in *Employee Master*, it will display in the **Type** field when the call number is entered. If this field is blank, use the drop-down list to select the unit type (i.e. LAW, FIRE, EMS).

7. If the station assignment has been configured in *Employee Master*, it will display in the Station Assignment field when the call number is entered. If this field is blank, use the drop-down list to select the station assignment.
8. Enter a new radio assignment and vehicle number, as needed.
9. Choose a **Unit Group** from the drop-down menu. Refer to Managing Unit Groups for more information about this feature.
10. The Secondary Activity default is configured in CAD Configuration. Secondary activities can track time, mileage, and activity of units while in service in CAD for the purpose of tracking all activity during a specific task (i.e. special detail/off duty assignments, off road, marine duty, etc.).

    If the secondary activity needs to be changed, use the drop-down list to make the change or enter the Quick Key previously assigned.

    If the secondary activity is changed to an off duty detail, enter the address/place/landmark of the assignment along with the mileage.

    All officer activity occurring during the use of a secondary activity will be associated with the off duty employment.
11. Enter the shift ending date/time for this unit. The default shift end is 10 hours from the current time.
12. Press **[Ctrl+Enter]** to put the unit on duty.

    A message in the Activity panel indicates the unit has been placed on duty. The unit is displayed in the assigned area and color-coded to indicate the unit is "in service."
13. The *On Duty* window remains open so other units can be placed on duty quickly. To do so, type the unit number, press **[Enter]** and then press **[Ctrl+Enter]**.
14. Press **[Esc]** to close the *On Duty* window.

- ✓ Entering an off-duty unit number on the Command line and pressing **[Enter]** will bring up the *On Duty* window.
- ✓ Enter OD, T8, IN, or IS at the command prompt to place a unit on duty.
- ✓ Enter a command and unit number at the command prompt to put a specific unit on duty. For example, type `OD 100` and press **[Enter]** to place unit 100 on duty.
- ✓ If the option *Reject Invalid Primary Geographic Areas* is enabled in *CAD Configuration*, units can only be placed on duty (OD command) to valid zones.
- ✓ A record is created in the unit log when a unit is placed on duty.

- ✓ Use the ODL command to specify the unit number, agency, and primary geographic assignment when placing the unit on duty. For example, to place unit 100 on duty for agency SPS in Zone 1, type `ODL 100 SPS Z1` and press **[Enter]**.
- ✓ A command and unit number can be entered at the Command line to change the default or current role of the unit. For example, type `CDR 100` and press **[Enter]** to change the default role of unit 100. To change the current role, type `CUR 100` and press **[Enter]**. Then, select the role from the displayed list.
- ✓ The *Activity* panel of the *On Duty* window displays a list of each attempt to place a unit on duty and if the transaction is successful or fails. For example, attempting to place unit 100 on duty but unit 100 is already on duty; 100 FAIL – ALREADY ON DUTY displays in the Activity panel. When unit 100 is successfully placed on duty, 100 SUCCESS – UNIT PUT ON DUTY IN ZONE 1 displays (assuming the primary geographic assignment is Zone). Only transactions made while the On Duty window is open are listed. Once the *On Duty* window is closed, the recent activities are cleared.

Placing Multiple Units on Duty

Multiple units can be placed on duty at once using the OD, IN, IS, or T8 command. Up to ten units at once can be placed on duty in their default geographic area using this command. For example, enter `OD 100, 200, 300` to place units 100, 200, and 300 on duty. An informational message displays with the status of each unit placed on duty. For example, Unit 100 Placed on Duty.

Use the command ODL to place multiple units on duty and specify the agency and primary geographic assignment at the same time. For example, type ODL 100 SPS Z1, 200 SPS Z1, 300 SPS Z2 to place units 100, 200, and 300 on duty. Units 100 and 200 are assigned to area Z1, while unit 300 is assigned to area Z2.

When placing multiple units on duty, a comma must be used to separate each unit.

Placing a Vehicle/Apparatus on Duty

1. On the main CAD window, press **[F1]** to place a vehicle or apparatus on duty, as with placing units on duty.
2. Type the vehicle/apparatus call number and press **[Enter]**.

   Information appearing for the vehicle/apparatus includes people associated with the apparatus and attributes. If applicable, the station assignment, vehicle's alarm location and alarm settings are also listed.
3. If the vehicle or apparatuses call number, press **[F2]**. When the correct record is found, select it and press **[Enter]**.
4. Verify the unit's geographic assignment and change if needed. If a geographic area needs to be looked up, press **[F3]**. When the correct geographic area is found, select the record and press **[Enter]**.
5. Type information about this vehicle or apparatus into the **Comment** field. This field is limited to six characters and is visible to all users.
6. Use the *People on Apparatus* panel to assign persons to this unit. Type the person's call number and press **[Enter]**.
7. If the call number is not known, press **[Alt+L]** to look up the call number. When the correct record is located, double-click the record or press **[Enter]** to add the person to the apparatus.
8. Attributes assigned to employees in *Employee Master* appear in the *Attributes* panel if the person placed on the apparatus has attributes assigned.
9. Press **[Ctrl+Enter]** to place the apparatus on duty.

   A message indicates the vehicle has been placed on duty and the *Activity* panel indicates the actions taken.

   The vehicle is displayed in the assigned area and color-coded to indicate the unit is "in service."
10. The *On Duty* window remains open so another unit can be quickly placed on duty.
11. Press **[Esc]** after all units have been placed on duty.

Managing Unit Groups

The unit group configuration may be accessed from the *On Duty* screen by click the ellipsis (**…**) beside the *Unit Group* drop-down menu or by entering `UG` in the command line.

Use the top pane to create, delete, or rename groups.

1. Click **Add Group** to create a new unit group. Enter the **Group Name** and click **OK**.
2. Click **Delete Group** to remove the selected group from *SmartCAD*.
3. Click **Rename Group** to change the name of the selected group. This cannot be accomplished if units are currently assigned to the group.

Use the bottom pane to add or remove units from the group selected in the top pane.

1. Click **Add Unit** to assign a unit to the selected unit group. Enter the **Call/Unit Number** and press **[Enter]**.
2. Click **Delete Unit** to remove the selected unit from the unit group.

- ✓ Units can only be assigned to a ONE group at a time.
- ✓ Units MUST be on-duty and available to be assigned to a group.
- ✓ Units will automatically be removed from the group when placed off-duty. When the last unit is removed from the group, the group is CLOSED.
- ✓ When assigning the group to an incident or changing the status of the group dispatchers can enter the GROUP NAME, instead of individual unit# in the command line.
- ✓ For example, entering `E Group1` will assign all the units in Group1 to the selected incident, and change all unit statuses to En Route. This applies to ALL status change commands.

Making a Unit Available for Service

When a unit is placed on duty, they are considered available for service regardless of their physical location. The status can be changed, however, to indicate they are available and in quarters, available and out of quarters, or busy and not available.

Available Out of Quarters

This status, used primarily for Fire and EMS units, indicates a unit is available but not in a fixed location or in quarters. For example, a firefighter who is currently testing hydrants or inspecting buildings would be available out of quarters.

1. To make a unit available out of quarters, press **[Shift+F5]**.
2. Type the unit number to be made available out of quarters and press **[Enter]**.
3. Type the unit's activity and press **[Enter]**.

   The unit is color-coded to indicate they are available out of quarters.
4. Enter the last location/activity for the unit and press **[Enter]**.
5. The *Available/Out of Quarters* window remains open after entering the first unit so you can quickly enter another unit. To do so, type the unit number, activity and press **[Enter]**.
6. When finished, press **[Esc]** to close the *Available/Out of Quarters* window.

- ✓ To make a specific unit available out of quarters, type UAX and the unit number at the command prompt. For example, type `UAX 100` to make unit 100 available out of quarters.
- ✓ A record is created in the unit log each time a unit is placed in available out of quarters.

Available

This status indicates a unit is in their normal position or location and ready for dispatch. For example, a unit is available in their normal duty assignment or a fire truck is in its normal location. A unit must be available in order to change their status to available in quarters.

1. To make a unit available, press **[F5]**.
2. Type the unit number to be made available and press **[Enter]**.

   The unit is color-coded to indicate they are available.
3. The *Available* window remains open after entering the first unit so other units can be quickly entered. To do so, type the unit number and press **[Enter]**.

- ✓ To make a specific unit available in quarters, type AIQ and the unit number at the Command line. For example, type `AIQ 100` to make unit 100 available in quarters.
- ✓ A record is created in the unit log each time a unit is placed in available in quarters.

Indicating Multiple Units are Available

Multiple units can be placed in available status using the UA or UAX commands. Up to ten units at once can be placed in this status. For example, enter `UAX 100, 200, 300` to place units 100, 200, and 300 in the status of available out of quarters.

Indicating a Unit as Busy

A unit can be marked as busy to indicate they are not available. The unit can still be dispatched or placed on scene, etc.; this is just a visual reminder that the unit is occupied. A unit's status must be available in order for their status to be changed to Busy.

1. To change a unit's status to Busy, press **[Ctrl+F5]**.
2. Enter the unit number to be set as Busy.
3. Enter the unit's location or activity and press **[Enter]**.

   The unit is color-coded to indicate they are busy.
4. The *Busy/Not Available* window remains open after the first unit so another unit can be entered quickly. To do so, enter the unit number and location and press **[Enter]**.
5. When finished, press **[Esc]** to close the *Busy/Not Available* window.

- ✓ To make a specific unit available, type UA and the unit number at the command prompt. For example, type UA 100 to make unit 100 available.
- ✓ To indicate a specific unit is busy, type UB and the unit number at the command prompt. For example, type `UB 100` to indicate unit 100 is busy. When the units become available, type UA and the unit number at the command prompt.

Placing Multiple Units in Busy Status

Multiple units can be placed in a busy status using the UB command. Up to ten units at once can be placed in busy status using this command. For example, enter `UB 100, 200, 300` to place units 100, 200, and 300 in a busy status.

- ✓ A record is created in the unit log each time a unit is placed in busy statuses.

Assigning Units to a Call

NOTE: These instructions do not include the steps necessary for sending unit alarms. Refer to Sending Alarms for alarm information.

1. Units can be dispatched from the main CAD window or while viewing a call record. From the main CAD window, use the **[Up-arrow]** and **[Down-arrow]** to scroll to the call or click on the call in question.

2. To assign a unit to a call, press **[F2]**. Type the unit number to be dispatched and press **[Enter]**. This unit will be the primary unit on the call.

   The unit number, agency abbreviation, and unit role appear on the call as the primary unit. The timer is reset for the call and the unit. On the call record, the dispatched time reflects when the unit was dispatched.

3. The unit assignment window remains open after the first unit is assigned so backup units can be easily assigned to the call. To do so, enter the unit number of the backup and press **[Enter]**.

4. Repeat Step 3 to put as many units on the call as needed. When no units need to be assigned to the call, press **[Esc]** to close the assignment window.

- ✓ Units can also be dispatched by entering `D` or `DX` and the unit number at the command. For example, type `D 100` or `DX 100` to dispatch unit 100.
- ✓ To view the times and status for each unit, click the Clock icon on the call record. The incident number, date, time, unit call number, unit agency, description, and dispatcher for each unit status change are listed. Click the appropriate button to sort the list by Call Number or Date/Time.
- ✓ If alarms are configured for the agency, SmartCAD will prompt to send an alarm.
- ✓ A record is created in the unit log when the unit assignment is complete.

Drag-and-Drop

On the main CAD window, assignment can be achieved by dragging the units can be dragged onto a call. Select the unit and hold down the mouse button while dragging it to the call. When the mouse button is released, SmarCAD will prompt to set the unit's status. Select the appropriate status (Dispatched, En Route, On Scene).

Dispatching Multiple Units

Multiple units can be dispatched from the command line. For example, type `D 100,200,300` to dispatch units 100, 200, and 300 to the selected call.

If the unit is not available

Unit on another call

If this unit is already on another call, a window notifies as such. The following options are given:

- Remove the unit from the call they are on and assign them to the current call. Click **Remove Them**.
- Suspend the call to which the unit is assigned to and put the unit on the new call. Click **Suspend Call**.
- Close the call to which unit is currently assigned and put them to the new call. Click **Close Call**.
- Queue the unit to the call to which they are currently assigned and place them on the new call. Click **Queue Current**.
- Assign the unit to multiple calls. Click **Assign to Multiple**.
- Cancel your request for this unit. Click **Cancel Request** or press **[Esc]**.

Unit not on duty

If the unit is not on duty, enter the D or DX and the unit ID on the Command line and press **[Enter]**. SmartCAD will prompt with the screen to put the unit on duty.

Assigning Temporary Attributes to Units

1. To assign temporary attributes to a unit that is not an apparatus, type `ATR` and the unit number at the Command line and press **[Enter]**. For example, type `ATR 100` and press **[Enter]**. The Unit Attributes window appears and includes unit number, description, personnel number, agency, and station.
2. Click **Add** or press **[Insert]** to assign an attribute to the unit. The *Attribute Lookup* window appears.
3. Double-click the attribute to be added or select it and press **[Enter]**. The selected attribute and description is listed in the *Unit Attributes* panel.
4. Repeat steps 2 and 3 to add other attributes.
5. Click **Close** or press **[Esc]** when finished adding attributes.
6. The attributes will remain assigned to the unit until they are removed manually or the unit goes off duty. When the unit is put off duty, the temporary attributes are deleted.

- ✓ To view additional information for the unit, press [Alt+M]; the Employee Information Viewer appears. Press [Esc] to return to the Unit Info window.
- ✓ Press [Delete] to remove an attribute from the unit.
- ✓ Use the APP command to assign units/attributes to an apparatus.

Assigning Units to an Apparatus

This option allows assigning multiple units and attributes to the same apparatus. Units to be assigned must be on duty.

1. Enter APP at the Command line while the unit is on duty. The *Apparatus List* appears and includes all apparatuses currently on duty.
2. Select the apparatus to be assigned persons or attributes and press **[Enter]**. The apparatus information (i.e. call number, description, personnel number, agency, and station) displays at the top of the *Apparatus Edit* window.
3. On the *People on Apparatus* panel, enter the call number of the unit that needs to be added to the apparatus and click **Add**. Enter as many units as necessary.
4. To add attributes to this apparatus, click **Add** on the *Attributes* panel. The *Attribute Lookup* window opens and lists all attributes. Select the attribute to be added and press **[Enter]**. Add as many attributes as needed.
5. Click **Close** when finished assigning units and attributes to the apparatus.
6. Click **Close** again to return to the main CAD window.

- ✓ Press **[F2]** to lookup a unit's call number in *Employee Master*.
- ✓ The **Apparatus** check box on the **General Information** tab of an EmpMast record must be checked and the unit must be on duty for the unit to display in the *Apparatus Edit* window.
- ✓ Units assigned to an apparatus can be placed on duty in an individual state and can participate in status changes totally exclusive of the apparatus to which they are associated.
- ✓ Attributes assigned to units placed in the apparatus are automatically used for the apparatus as a whole. For example, unit 001 has a Negotiator attribute. When unit 001 is assigned to the apparatus, the Negotiator attribute is automatically associated with the apparatus.

- ✓ Information about the unit the apparatus is based on can only be changed in *Employee Master* after the unit is taken off duty.
- ✓ Persons included in the apparatus are not discriminated by agency.

Indicating Units are En Route

1. Units can be placed en route from the main CAD window or while viewing the call record. From the main CAD window, select the call.
2. To place a unit en route to the scene, press **[F3]**. Enter the unit number to be placed en route and press **[Enter]**. This unit will be the primary unit on the call.

   The unit number, agency abbreviation, and unit role appear on the call as the primary unit. The timer is reset for the call and the unit. The en route time on the call record reflects when the unit was placed en route.
3. The unit assignment window remains open after assigning the first unit so backup units can be easily placed en route to the call. To do so, enter the unit(s) of the backup and press **[Enter]**.
4. Press **[Esc]** to close the window.

- ✓ You can also put a unit en route by entering `T51` or `E` and the unit number at the command. For example, type `E 100` to put unit 100 en route to the currently selected call.
- ✓ Type `T51X` and the unit number at the command prompt to place a unit en route without opening the en route window.
- ✓ To view the times and status for each unit, click the Clock icon on the Call record. The incident number, date, time, unit call number, unit agency, description, and dispatcher for each unit status change are listed. Click the appropriate button to sort the list by Call Number or Date/Time.
- ✓ A record is created in the unit log when the unit is placed en route.

Drag-and-Drop

On the main CAD window, a unit can be dragged from the unit list and dropped onto a call using the mouse. Select the unit and hold down the mouse button while dragging it to the call. Line the unit number up with the call to which it will be assigned. When the mouse button is released, SmartCAD will prompt to set the unit's status. Select **En Route**.

Placing Multiple Units En Route

Multiple units can be placed en route to a call from the command line using the E or T51 commands. For example, type `E 100,200,300` to place units 100, 200, and 300 en route to the selected call.

Indicating Units are On Scene

1. Units can be placed on scene from the main CAD window or while viewing the call record. From the main CAD window, use the **[Up-arrow]** and **[Down-arrow]** to scroll to the call, or use the mouse to highlight the call.
2. To put a unit on scene, press **[F4]**. Type the unit's call number and press **[Enter]**.

   The color for the unit changes to indicate they are on scene. The timer is reset for the call and the unit. On the call record, the on scene time reflects when the unit was placed on scene.
3. The *On Scene* window remains open after the first unit is placed on scene, so other units can be easily placed on scene. To do so, type the unit number and press **[Enter]**.
4. Press **[Esc]** to close the *On Scene* window.

- ✓ To place a specific unit on scene, enter T97 or O and the unit number at the Command line. For example, type `O 100` to put unit 100 on scene.
- ✓ Type T97X and the unit number at the command prompt to place a unit on scene without opening the *On Scene* window.
- ✓ To indicate a specific unit is on scene yet available for another call, type OA and the unit number at the command prompt. For example, type `OA 100` to indicate unit 100 is available.
- ✓ To indicate a specific unit is not available, type OAX and the unit number at the command prompt. For example, type `OAX 100` to make unit 100 on scene and unavailable.
- ✓ If the agency is tracking reporting units, the first unit on scene for the incident is recorded as the reporting unit if this feature has been enabled in CAD Configuration. If the unit is removed from the call, it still remains the reporting unit unless a dispatcher changes it. To change the reporting unit on a call, type REPU and the unit number at the command prompt. Only units that are currently on scene or units that were previously on scene for that call but are currently on another call may be changed to the reporting unit.
- ✓ To view the times and status for each unit, click the Clock icon on the Call record. The incident number, date, time, unit call number, unit agency, description, and dispatcher for

each unit status change are listed. Click the appropriate button to sort the list by Call Number or Date/Time.

✓ A record is created in the unit log when you a unit is placed on scene.

Drag-and-Drop

On the main CAD window, a unit can be dragged from the unit list and dropped onto a call using the mouse. Select the unit and hold down the mouse button while dragging it to the call. Line the unit number up with the call to which it will be assigned. When the mouse button is released, SmartCAD will prompt to set the unit's status. Select **On Scene**.

Placing Multiple Units On Scene

Multiple units can be placed on scene at once using the O, OA, OAX, or T97 commands. For example, enter `OA 100, 200, 300` to place units 100, 200, and 300 on scene and indicate they are available for another call. Use the OAX command to place multiple units on scene and indicate they are not available for another call.

Up to ten units can be placed on scene at once using this command.

On Scene Available

When a unit is placed on scene for a call, they are considered unavailable to take another call. To bypass this function, the unit's status can be changed to indicate they are on scene and available.

1. Press **[Shift+F4]** to change the unit's status to on scene available.
2. Enter the unit number to be made available and press **[Enter]**.
3. The unit is color-coded to indicate they are on scene available.
4. To change the unit's status back to on scene and not available, press **[Ctrl+F4]**.
5. Enter the unit number to be made unavailable and press **[Enter]**.
6. The unit is color-coded to indicate they are on scene and not available to take another call.

Adding Specialized Time Stamps

Specialized time stamps may be entered for a unit and will appear in the Unit Log. These time stamps are necessary to document special circumstances and provide an audit trail of the events.

Adding specialized time stamps is similar to adding quick notes to a call. The time stamp quick keys must first be defined in CAD Configuration from the Call Settings menu.

To add a specialized time stamp, enter ULA [Callno],[Type] at the command prompt. Both the unit number and the type of time stamp must be entered.

For example, the quick key TA is defined in CAD Configuration for Trauma Alert. Unit 100 arrives on scene and finds a patient near respiratory code. The unit notifies dispatch of the patient's condition. The dispatcher then enters `ULA 100,TA` on the Command line. An entry is added to the Unit Log of the time the unit notified dispatch of the patient's condition.

Indicating Units are Transporting

Units must be on scene in order to be placed into transport status.

Begin Transport

1. From the call record, type UST followed by the unit call number at the Command line and press **[Enter]**. For example, type `UST 100` and press **[Enter]**. The *Transport Editor* window opens and displays the incident number, call number, agency, comment, role, geographic area, and unit status.
2. Enter the destination address of the transport in the **To** field. Press **[Enter]** to validate the address.
3. The **From** address defaults to the dispatch location on the call record.
4. Place a check beside **Make Additional Entry into Incident Notes** if the record transport information should be entered in the call notes for this incident.
5. Enter the beginning mileage and a note concerning the nature of the transport.
6. Press **[Enter]** to save the information and return to the main CAD window.

- ✓ During the validation process of an address entered with the UST command, a RED "Not Available" indicator displays on the Transportation window if the place is not available or closed.
- ✓ Right-click a unit number to view additional menu options.

End Transport

1. From the call record, type UET followed by the unit call number at the Command line and press **[Enter]**. For example, type `UET 100` and press **[Enter]**. The *Transport Editor* window opens.
2. Enter the ending mileage and include notes, if needed.

3. Select the ending unit status (i.e. Dispatch to Call, Enroute to Call, Onscene to Call, or Available at Destination).
4. Press **[Enter]** to save the information and close the *Transport Editor* window.

✓ A record is created in the unit log each time a unit is placed in transport, notes are recorded, and when the transport has ended.

Indicating a Delayed Response Status

1. Type `DR` at the Command line and press **[Enter]**. The *Delayed Response* window opens.
2. Enter the call number, amount of time for the delay, and a reason.
3. Press **[Enter]** to change the unit's status to a delayed response.
4. The unit number changes colors as configured in CAD Configuration. The unit is available, but will be delayed. An entry is recorded in the Unit Log when the unit's status is changed.

   When the time elapses, the unit's status reverts to "Available."

Queuing Units On a Call

The unit queue option allows dispatchers to indicate the next call that a unit will work without affecting their current status. For example, unit 100 is working a traffic stop. A traffic accident occurs near their location, and unit 100 is placed in a queue on the traffic accident call. When the traffic stop call is closed, he dispatcher is prompted to place unit 100 on the traffic accident call.

Queuing a Unit

1. Use the mouse or the **[Up-arrow]** and **[Down-arrow]** to select the correct call.
2. Type Q followed by the unit call number at the command prompt and press **[Enter]**. For example, type `Q 100` and press **[Enter]**.
3. The unit appears in the Queue column on the selected call.

Reviewing Unit Queues

Dispatchers can view a queue for a specific unit or for a specific call.

Unit Queue

1. To review the queue for a specific unit, enter QLU and the unit number at the command prompt. For example, to view unit 100's queue, type `QLU 100` at the Command line and press **[Enter]**.
2. To remove the unit from a specific call, select the call and press **[Delete]**. To remove the unit from all calls, press **[Ctrl+Delete]**.
3. When finished reviewing the unit queue, press **[Esc]** to close it.

Call Queue

1. To review the queue for a specific call, use the mouse or the **[Up-arrown]** and **[Down-arrow]** to select the call.
2. Type QL at the Command line and press **[Enter]**.
3. To remove a unit from the call, select the unit and press **[Delete]**.

   To remove all units from the call, press **[Ctrl+Delete]**.
4. When finished reviewing the unit queue, press **[Esc]** to close it.

- ✓ When a unit is taken off duty, they are removed from all call queues.
- ✓ A unit can also be removed from a queue using the QX command.
- ✓ When a unit is moved to a different call, the unit can be queued to return to the previous call they were on. When prompted to action on the original call the unit was assigned to, click **Queue Them**.

Secondary Activity

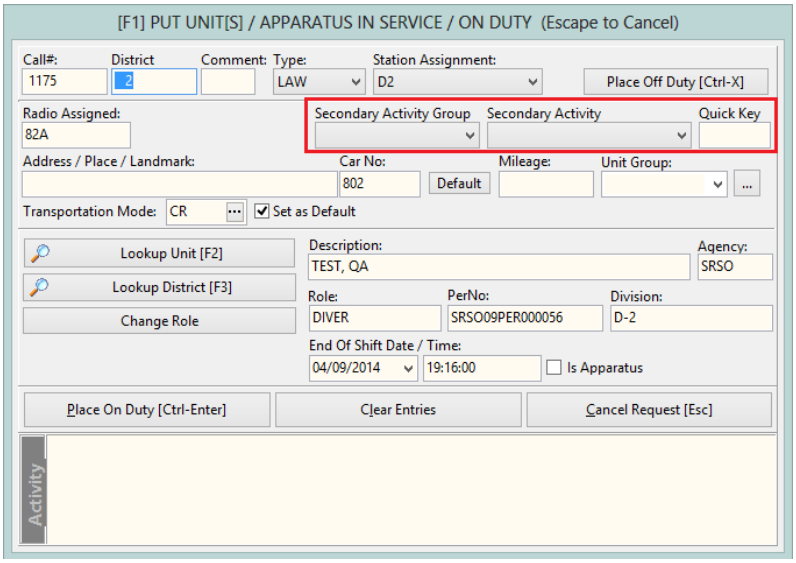
Depending on agency protocol and user permission, the user will have the following functionality:

- **Activity Required** – The 'On Duty' unit must always have an active Secondary Activity assignment through-out the Tour of Duty.
    - The user will be prompted to begin the first Secondary Activity during the 'On Duty' process in the SmartMCT CAD menu.
    - The user will be required to begin subsequent Secondary Activities when they attempt to close an active Secondary Activity.
- **Allow Concurrent Activities** – The 'On Duty' unit is allowed to have one or more active Secondary Activities through-out the Tour of Duty. There is no limit to the number of concurrent active Secondary Activities.
- **Allow Duplicate Activities** – The unit is allowed to have more than one of the same Secondary Activity active at once through-out the Tour of Duty. There is no limit to the number of duplicate active Secondary Activities.

Beginning Secondary Activity

SmartCAD users have the ability to begin and end Secondary Activities when placing a unit 'On Duty' and through-out the unit's Tour of Duty.

To begin a Secondary Activity when setting a unit status as 'On Duty', select the appropriate Activity Group and Activity Type from the provided lookup menus.



Beginning Secondary Activity when going 'On Duty'

If Agency protocol requires active units to always have an active Secondary Activity, the Dispatcher will not be permitted to complete the ‘Set Unit On Duty’ form without a valid Activity Group Type and Activity Type set.

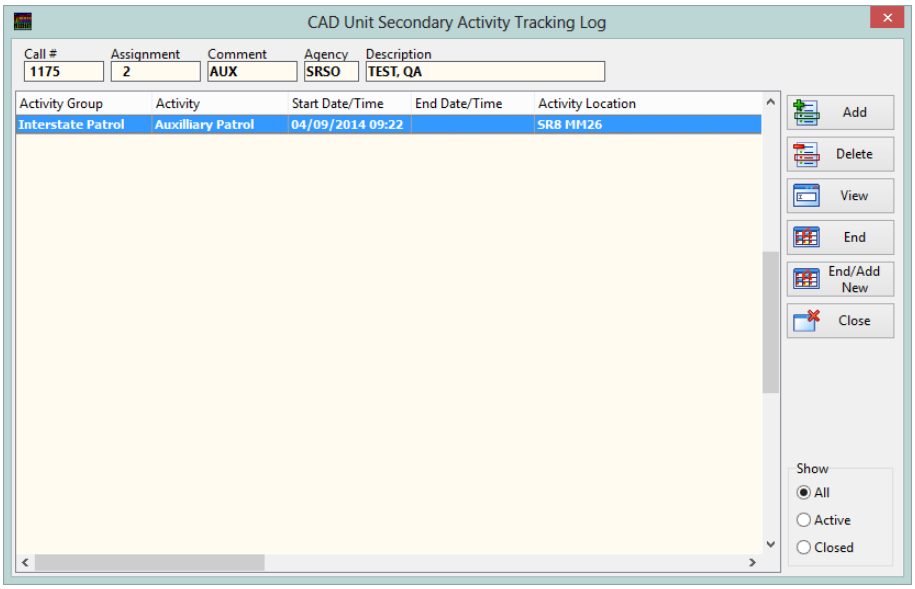
If the Activity type requires mileage, the Dispatcher will be required to enter a starting mileage when completing the ‘Set Unit On Duty’ form.

If the Agency has set an Activity Default for the unit’s Primary Unit Assignment group, the default information will auto-populate for Activity Group & Activity Type.

Secondary Activity Tracking Log

SmartCAD users can modify, end, and begin new Secondary Activities through-out the "Tour of Duty" for any active Unit from the **Secondary Activity** menu. This tracking log will display all active and closed Activities for the specific Unit for the current "Tour of Duty."

Enter the command UAL with the unit number (ex: `UAL 1175`) in the Command line and press **[Enter]** to open the Secondary Unit Activity Tracking Log for that unit.



Secondary Activity Tracking Log

From this screen the user can highlight an activity from the list and select from the following options:

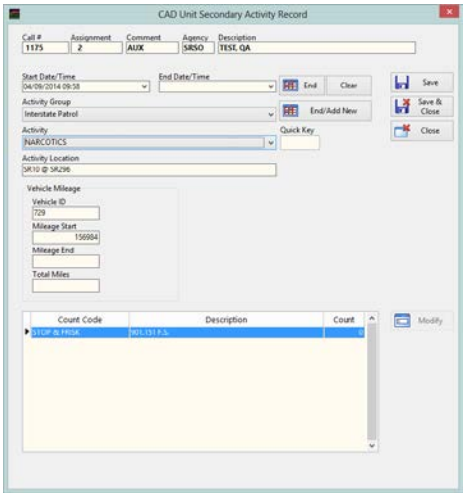
- **Add Activity** - This option allows the user to begin a new Secondary Activity.
    - This option will not be available for Agencies not configured to 'Allow Concurrent' activities.
- **Delete Selected Activity** - This option will allow the user with the appropriate access level to delete the selected Secondary Activity.
- **View Selected Activity** – This option will allow the user to view and modify the selected Secondary Activity details & Activity Counts.
- **End Selected Activity** – This option will allow the user to end the selected Secondary Activity without adding a subsequent Activity.
    - This option will not be available for Agencies configured to 'Require Activity'; they will be required to use 'End/Add New'.

- **End/Add New Selected Activity** – This option will allow the user to end the selected Secondary Activity and immediately begin a new Secondary Activity.
- **Close** – This option closes the Secondary Activity Tracking Log screen.

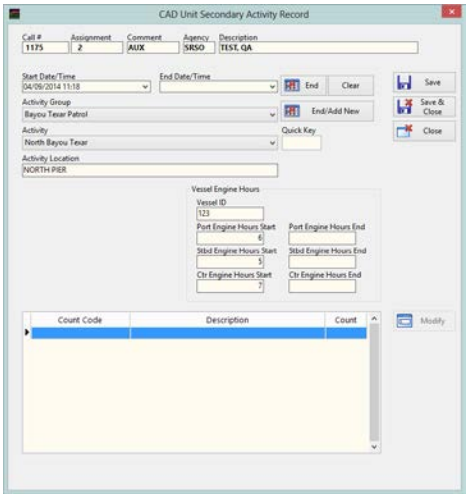
The Dispatcher also has the ability to filter the Secondary Activity Tracking Log by:

- All
- Active
- Closed

Add Activity



CAD Unit Secondary Activity Record Requiring Vehicle Mileage

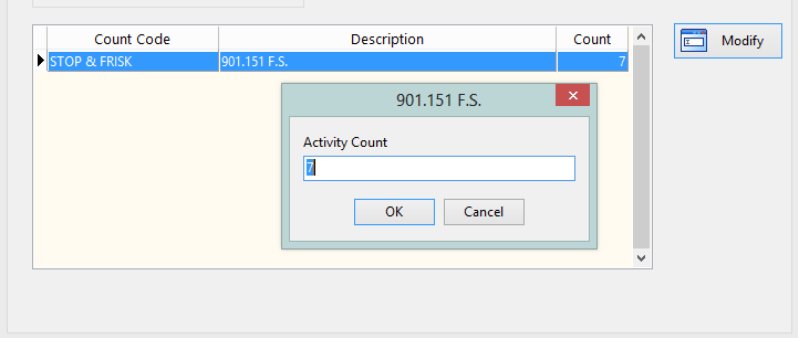


CAD Unit Secondary Activity Requiring Engine Hours

1. Ensure the Start Date/Time auto-populated is correct. If not, make the appropriate changes.
2. Change the **Zone** or **Comment** fields, if this information needs to be updated for the unit, itself. This does not affect the activity.
3. Select the **Activity Group** from the provided lookup menu.
4. Select the **Activity Type** from the provided lookup menu.
5. Enter the **Activity Location**. If the data is available, this field will auto-populate will the unit's last location.
6. If required, enter **Vehicle/Vessel ID**.
7. If required, enter **Mileage/Engine Hours**.
8. Click **Save** to keep this screen open or **Save & Close** to return to the Secondary Activity Tracking Log.

Activity Counts

The CAD Unit Secondary Activity Record allows the Dispatcher to Add/Modify the Activity Counts for the selected Activity.



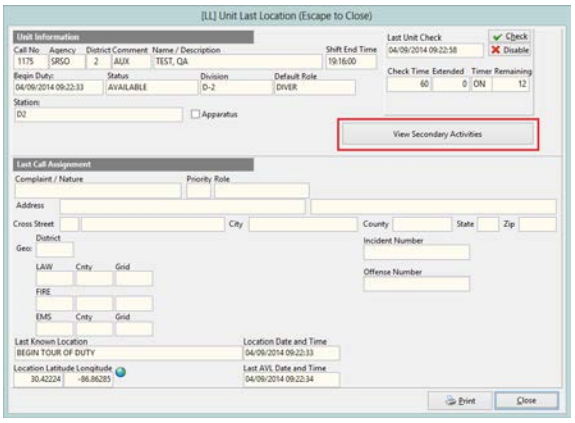
Add/Modify Activity Counts

1. Highlight the correct Activity Count type in the grid.
2. Click Modify.
3. Enter the updated Activity Count.
4. Click OK.
5. If the Activity Count has not changed, click Cancel to exit the screen with the previous Count value.

Viewing Secondary Activity

Viewing Secondary Activity for the current Tour of Duty

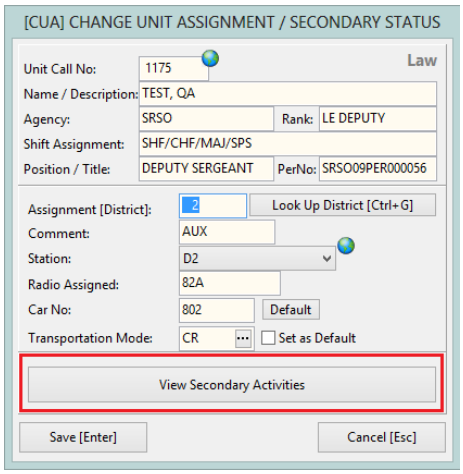
- Secondary Activity Tracking Log
- Unit Last Location screen – Enter the command LL with the Unit Number (ex: `LL 1175`) in the Command line and press **[Enter]** to open the Unit Last Location screen.



Unit Last Location

  - Click **View Secondary Activities** to open the Secondary Activity Tracking Log for this Unit.

- Unit Assignment / Secondary Status - Enter the syntax 'CUA UnitNo' (ex: CUA 1175) in the SmartCAD Command line and press [Enter] to open the Change Unit Assignment/Secondary Status screen.

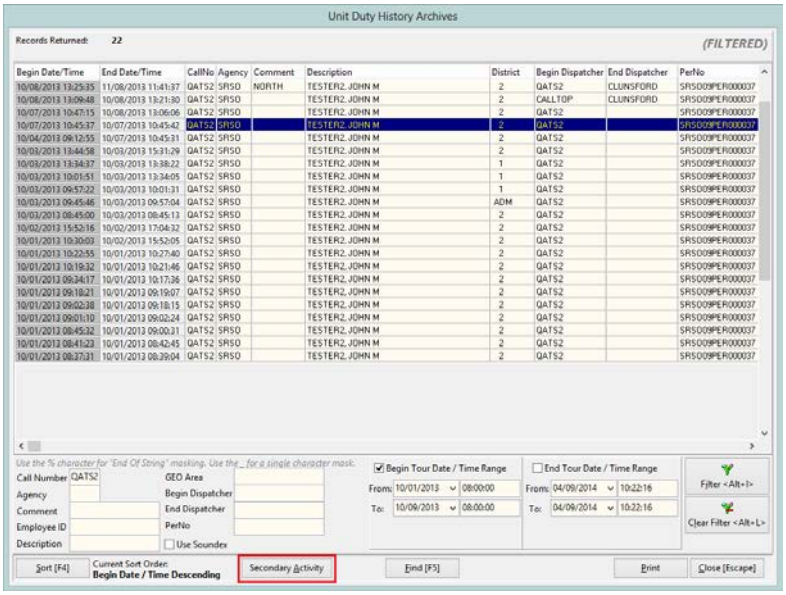


Change Unit Assignment/Secondary Status

  - Click **View Secondary Activities** to open the Secondary Activity Tracking Log for this Unit.

Viewing Secondary Activity for previous Tour of Duty

1. To access *Unit Duty History Archives*, enter the command `UH [UnitNo]` (ex: `UH 1175`) in the Command line and press **[Enter]**.



Unit Duty History Archive

2. Highlight the correct record for the Date/Time for the Tour of Duty.
3. Click 'Secondary Activity' button to open the Secondary Activity Tracking Log for that Tour of Duty Date/Time.

   From this menu, the Dispatcher has the same functionality as the current Tour of Duty Activity Tracking Log.

   To add Secondary Activities for back fill purposes follow the same steps as Adding a current Activity.

- ✓ Pay close attention to the Start Date/Time as they will default to the current date.
- ✓ Ensure the Activity has an End Date/Time, pay close attention to the Date/Time as they will default to the current date.

Ending Secondary Activity

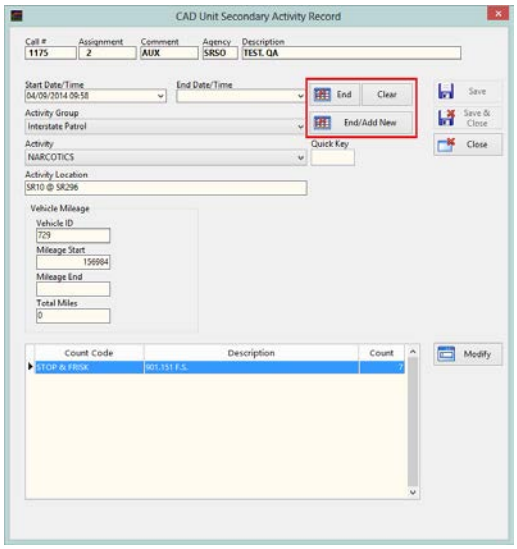
SmartCAD users can End any Secondary Activity through-out the 'Tour of Duty' for any active Unit from the Secondary Activity Tracking Log menu or when putting Unit in 'Off Duty' status.

End Activity without putting unit Off Duty

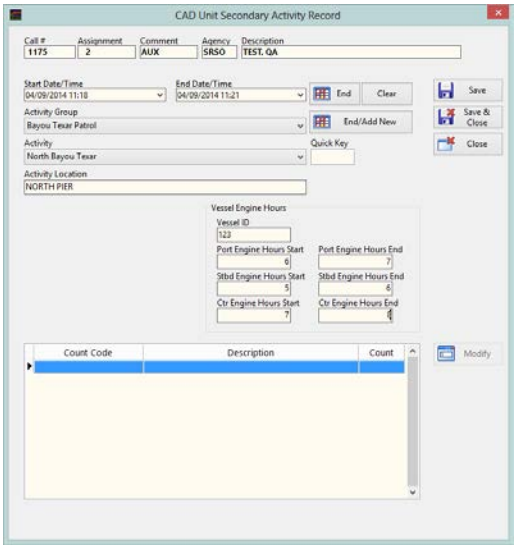
Enter the syntax 'UAL UnitNo' (ex:UAL 1175) in the SmartCAD Command line and press [Enter] to open the Secondary Unit Activity Tracking Log for that unit.

Highlight the Activity and choose from the following:

- **End Selected Activity** – This option will allow the user to end the selected Secondary Activity without adding a subsequent Activity.
    - This option will not be available for Agencies configured to 'Require Activity'; they will be required to use 'End/Add New'.
- **End/Add New Selected Activity** – This option will allow the user to end the selected Secondary Activity and immediately begin a new Secondary Activity.



Ending CAD Unit Secondary Activity Requiring Vehicle Mileage



Ending CAD Unit Secondary Activity Requiring Engine Hours

1. Click **End Selected Activity** to end the selected Secondary Activity without adding a subsequent Activity.
    a. If required, enter Mileage/Engine Hours.
    b. If required, add/modify Activity Counts.
    c. Click Save.

2. Click **End/Add New Selected Activity** – To end the selected Secondary Activity and immediately begin a new Secondary Activity.

    a. If required, enter Mileage/Engine Hours.

    b. If required, add/modify Activity Counts.

    c. Click Save. Immediately complete the steps to create a subsequent Activity.

End Activity while putting unit Off Duty

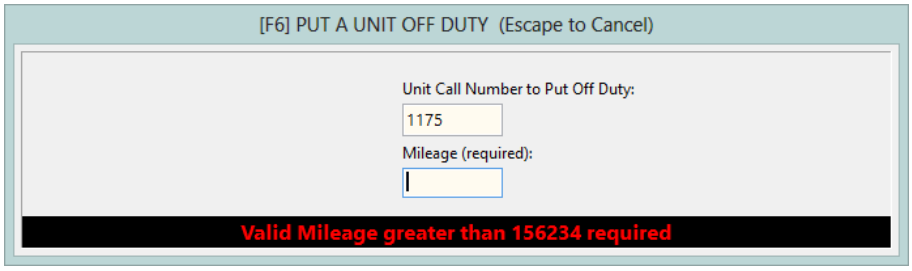
All active Secondary Activities must be closed when the Unit's Tour of Duty has ended.

Follow the normal 'Off Duty' process –

- Use hot key function **[F6]**.
- Enter XD with the unit number (ex: `XD 1175`) in the SmartCAD Command line and press **[Enter]**.

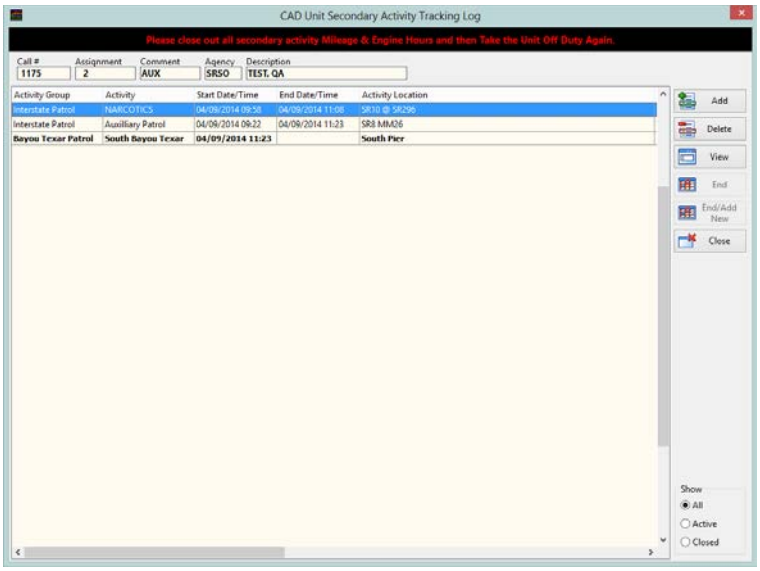
If the Activity does not require Vehicle Mileage or Engine Hours, the Activity will be automatically stopped when the Unit is put in 'Off Duty' status.

If the active Activity requires Vehicle Mileage, the Dispatcher will be prompted to enter the mileage during the 'Off Duty' process.


[F6] PUT A UNIT OFF DUTY (Escape to Cancel)
Unit Call Number to Put Off Duty:
1175
Mileage (required):
Valid Mileage greater than 156234 required

Ending Activity that only Requires Mileage when ending Tour of Duty

If the active Activity requires Engine Hours, the Secondary Activity Tracking Log will be displayed for the Dispatcher to open and enter the Engine Hours in the same manner as 'End Activity without putting unit Off Duty.'



Ending Activity that Requires Engine Hours

Changing a Unit Area Assignment

Unit assignments can be changed from the Command line on the main CAD window or while viewing the call record.

1. At the command line, type CUA and the unit call number to be reassigned and press **[Enter]**. For example, to change the unit assignment for unit 110, type CUA 110. The unit call number, name, agency, rank, shift assignment, position, personnel number, and geographic assignment are displayed.
2. Enter the new assignment for this unit. Press **[Ctrl+G]** to look up the geographic area. When the correct geographic area is found, double-click it or press **[Enter]** to select it.
3. A comment containing up to six characters may be entered. If a comment is entered, it displays next to the unit call number in the unit screen.
4. If needed, change the station assignment. The field can be left blank.
5. If needed, change the Radio Assigned and/or Car Number. The fields may be left blank.
6. Use the Secondary Status field to change the unit's status. If the secondary status is an off duty detail, enter the mileage and address/place/landmark of the off duty assignment.
7. Press **[Enter]** to complete the change unit assignment. The unit will display in the newly assigned area.

TIPS

- ✓ If mapping is enabled, click the Globe icon next to the Station field to center the map on the location of the station.

Changing Unit Assignments for Multiple Units

You can change assignments for multiple units at once following the CUA or CUZ command. This is useful if several units need to be moved to a new area assignment at the same time. For example, enter `CUA 100, 200, 300,2,NONE` to move units 100, 200, and 300 to district 2 with the comment NONE.

Note: The final unit call number, district number, and comment are separated by commas without a space in between.

Up to ten units may be reassigned using this command.

- ✓ The CUA command validates the area to which the unit is being assigned. If the area is invalid, press **[Ctrl+G]** to look up a valid area.
- ✓ A unit's assignment can also be changed by entering CUZ at the command prompt or by pressing **[Alt]** and double-click on the unit number.
- ✓ If the option Reject Invalid Primary Geographic Areas is enabled in CAD Configuration, units can only be reassigned (CUA command) to valid zones.
- ✓ A record is created in the Unit Log when you change a unit's assignment.
- ✓ If mapping is enabled, click the Globe icon next to the unit call number to center the map on the unit's current location.

Changing a Unit's Current Role

A unit's current role can be changed from the main CAD window or while viewing a call record.

1. Type CUR and the unit number at the command prompt and press **[Enter]**.
2. The *Update Roles* window appears. Select the new role for the unit.
3. Press **[Enter]** to accept the new role assignment or press **[Esc]** to cancel the change.

- ✓ A unit's role can also be changed by entering the role with the CUR command and the unit number. For example, to change unit 100's role to backup, type `CUR 100, BACKUP` at the command prompt and press **[Enter]**.
- ✓ The default role for the unit can be changed in the same manner. Type CDR and the unit number at the command prompt and press **[Enter]**. The CDR command changes the unit's default role for the duty shift. The next time the unit comes on duty, its default role will be the one defined in the Employee Master File for that unit.

Changing a Dispatch Location

The dispatch location of an incident may be changed based upon the unit's AVL position.

1. Type UCA and the unit number at the command prompt and press **[Enter]**.
2. The Update Dispatch Location window appears. Select the applicable option:

   Update the dispatch location to the address validated by the AVL Lat/Long.

   Keep the current address and update Lat/Long coordinates only.

   Type a manual description in the address line and update the Lat/Long Coordinates.

- ✓ A unit's status must be on scene before these options are available.
- ✓ This option can also be used by clicking the unit appearing on the map, within an incident call record, or from the main Unit Status window.

Checking on a Unit

1. If the unit check timer expires before the unit checks in, the unit will be highlighted on the unit listing of the main CAD window. This alerts dispatchers to call the unit.
2. Contact the unit to make sure they are "10-4" and learn their current location.
3. To enter the unit's current location, type SLL, the unit number, and the location at the Command line and, then, press **[Enter]**. For example, to indicate that unit 100 is at Fifth and Main, type `SLL 100 FIFTH & MAIN`.
4. To reset the check timer, type T4 and the unit number at the Command line and press **[Enter]**. For example, to reset the check timer for unit 100, type `T4 100`.
5. To extend the check timer, type ET, the unit number, and the amount of minutes at the Command line and press **[Enter]**. For example, to extend the check timer for unit 100 by 5 minutes, type `ET 100,5`.

- ✓ The check timer can also be reset by entering OK and the unit number at the Command line or double-clicking the unit number.
- ✓ The ET command cannot be used to extend a timer if the unit currently has an expired timer.

- ✓ A record is created in the unit log each time you reset a unit check timer or enter a unit's current location using the SLL command.
- ✓ A record is created in the unit log each time a unit's welfare timer has expired.

Checking on Multiple Units

The SLL, OK, and T4 commands can be used to reset the location or timer for multiple units. For example, enter `T4 100, 200, 300` to reset the timer for units 100, 200, and 300.

Viewing Units

Dispatchers can view all units or only those assigned to active calls by changing the sort order. To do this, right-click in an empty area of the Units pane of the main SmartCAD window and click **Sort by Availability, Assignment, & CallNo**.

Viewing All Unit Locations

1. The current location of all units on duty can be viewed by typing LL at the Command line and pressing **[Enter]**.
2. To search for a specific unit, press **[F5]**; type the unit call number and press **[Enter]**. The record is highlighted.
3. The *Units* window appears and lists the call number, role, agency, dispatch area, call type and priority, comment, location, status, street name, street direction, and street number. Also included are date/time stamps for unit last dispatched, last en route, last on scene, and last available. Use the scroll bars to scroll through the list of units.
4. The unit window can remain open while the user dispatches units, close calls, and completes tasks in CAD. Click the Title bar to drag the window to the side of the screen.
5. When reviewing unit information, press **[Esc]** to close the window.

- ✓ To search for a specific unit, press **[F5]**, enter the unit's call number and press **[Enter]**. The record is highlighted.
- ✓ The calls are sorted by *Unit Number* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the asterisk by the sorted column's name. Calls can also be sorted by right-clicking the Sort button and selecting the sort order to be applied.

- ✓ Right-click a unit to access a shortcut menu options including common unit transactions.

Viewing a Single Unit's Last Location

A unit's last location can be checked from the main CAD window or while viewing a call record.

1. Type LL and the unit number at the command prompt. Press **[Enter]**.

   For example, to check the last location of unit 100, type `LL 100`.

   The *Last Location* window appears. Details such as the unit status, last call, default unit role, assigned unit division, apparatus status, assigned station, secondary status, secondary status location, and past shift end time are displayed.

   The last known location and the date/time the location was entered are displayed at the bottom of the window.

2. When finished reviewing unit information, press **[Esc]** to close the window.

- ✓ A unit's last location can be viewed by pressing **[Ctrl]** and double-clicking the unit number.
- ✓ If a unit is past the end of their shift time, the amount of time over their shift is displayed along with a visual indicator.
- ✓ Unit status information automatically refreshes in the Last Location window.
- ✓ Unit status colors in the Last Location window are the same as the colors in the unit grid on the main CAD window.
- ✓ A record is created in the unit log each time a dispatcher sets a unit's last location.
- ✓ Click the Globe icon beside the longitude and latitude coordinates to center the map on the unit's last location.
- ✓ If a unit has been designated as an apparatus, a grid will be displayed listing all of the current units assigned to the apparatus. If the unit is not an apparatus, the grid will not be displayed.

Viewing a Unit's Call Assignment

1. To view a unit's current incident assignment, type U followed by the unit number at the Command line and press **[Enter]**. For example, type `U 100` and press **[Enter]** to view unit 100's call assignment.

2. CAD searches the calls until the unit assignment is located. That call is then highlighted. Press **[Enter]** to view the call.

- ✓ This option is only available from the main CAD window.
- ✓ You can also view the unit's current assignment by typing the unit number without entering a command. For example, type 100 and press [Enter]. The current assignment is highlighted.

Viewing Units On Duty by Attribute

1. Enter UBA at the Command line and press **[Enter]** to view units currently on duty with special attributes. The *Select Attribute* window appears. Select an attribute and press **[Enter]**.
2. The Units by Attribute window appears listing all on duty units that have been assigned the selected attribute. If no units are on duty with the selected attribute, the dispatcher can click **Show EmpMast** to display a list of off duty units with the selected attribute. To return to the on duty list, click **Show CADUnit**. The button toggles between **Show EmpMast** and **Show CADUnit**.
3. Press **[Esc]** twice to return to the main CAD window.

Viewing On Duty Personnel Information

1. Information about on duty personnel can be viewed by typing PERS at the command prompt and pressing **[Enter]**. The *Personnel* window appears. Click the **Units On Duty** tab to view information about each person on duty.
2. Click the **Apparatuses** tab to view information about each on duty apparatus. Information listed includes: call number, description, district, station, number of people on the apparatus, and number of attributes. The people on the apparatus are also listed.
3. Click **Print** to view a list of on duty personnel and apparatuses.
4. Press **[Esc]** to return to the main CAD window.

Viewing Unit Workloads

This option is primarily used for ambulance units to determine unit breaks.

1. To view unit workloads, type WKL at the Command line and press **[Enter]**. The *CAD Units' Workloads* window appears.
2. From the **Units** menu, select the type of units to be viewed (i.e., Fire, EMS, or Law).

3. Workload information includes: type of unit, call number, agency, assigned geo area, amount of time on duty (hours and minutes), number of calls the unit has responded to, amount of time assigned to the calls, amount of time remaining on the unit's shift, and the unit's utilization percentage.

4. Press **[Esc]** when finished viewing the workloads.

- ✓ The *CAD Units' Workloads* window can be moved around and placed wherever the user wants it to be. It can also remain open at all times without affecting other CAD activities.
- ✓ Press **[F5]** to refresh the screen and update information.
- ✓ The list can be ordered by unit, agency, or area assigned. To change, click on the **Order By** menu and select the desired sort order.

Viewing Employee Details

1. A unit's employee details by typing EI at the Command line and pressing **[Enter]**.

   To view employee details for a specific employee, type EI followed by their unit number and press **[Enter]**. For example, type `EI 100` to view details for Unit 100. Skip to step 8.

2. The list of employees for currently monitored agencies. The call number, agency, name, unit assignment, and primary geographic assignment are listed for each employee.

3. To view all employees for all agencies on the system, click **All Agencies**.

4. The employee list can be filtered as needed to locate a specific record. Filter options include call number, unit, agency, primary geographic area, and name. Enter the filter criteria you want to apply and click Filter.

   For example, to view status changes for unit 100, enter `100` in the **Unit** field and click **Filter**. Only calls where unit 100 is the primary unit are displayed. To remove the filter, click **Clear Filter**.

5. The list of employees is sorted by *Call Number* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort is indicated at the bottom of the window.

6. To locate a specific employee, press **[F5]**. The search is made on the current sort order.

7. When the correct employee is found, double-click on the record or select it and press **[Enter]** to open. The *Employee Information Viewer* includes, the employee's

name, agency, personnel number, ID, current, new, and previous call numbers, classification, rank, unit position, dispatch zone, default role, division, phone numbers, e-mail address, mailing address, and contact information.

8. Use the **Emergency**, **Property Management**, **Fleet Management**, **Training**, and **Attributes** tabs to view additional information about the employee, including, their emergency contact information, training courses attended, assigned property, and attributes.
9. When finished reviewing employee information, press **[Esc]** to close the window.

- ✓ Employee details may also be accessed by radio description, employee name, or vehicle tag.
- ✓ Enter EIR followed by a radio description to access employee details by radio ID.
- ✓ Enter EIN followed by the employee's name to access employee details by name.
- ✓ Enter EIT followed by the employee's vehicle tag to access employee details by vehicle.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.
- ✓ Records can also be sorted by right-clicking the **Sort** button and selecting the sort order to be applied.

Managing Unit Shift Rosters

Crew rosters are maintained with a Command line entry or from the **Lookup** menu and allow dispatchers to place on or off duty an entire roster of units or apparatuses or a selected portion of a roster.

Creating a Unit Roster

1. To create a unit roster, type RO at the Command line and press **[Enter]**.
2. Click **Add** or press **[Insert]** to create a roster.
3. Enter a **Roster ID** and a **Description**.
4. Place a check beside **Enabled** to activate this roster. A roster must be enabled before shifts can be placed on or off duty.
5. Click **Add Unit** or press **[Alt+D]** to add a unit to the roster. The *Lookup Employee/Unit* window appears. Select the unit to be assigned to the roster and press **[Enter]**. An unlimited number of units may be assigned to a roster.

If the unit is an apparatus (indicated by a check mark in the *Apparatus* column), individual units can be assigned to the apparatus. Click **Add Unit to Apparatus** or press **[Alt+A]** to add a unit to the apparatus. The *Lookup Employee/Unit* window appears. Select the unit to be assigned to the apparatus and press **[Enter]**. Continue this process until units are assigned to the apparatus as needed.

6. Click **Save** to return to the *Unit Rosters* list when the roster is complete.

- ✓ Click **Print Summary** from the *Units Rosters* window for a complete list of rosters. Included on the report is the roster status (enabled or not), roster ID, and description.
- ✓ Click **Print Detail** from the *Roster Detail* window for a detailed list of rosters. Included on the report is roster ID, description, and unit count. Each unit assigned to the roster prints along with the call number, name, agency, comment, geographic area, and station.

Handling Rosters

On Duty

1. To bring a shift roster on duty, type RO at the Command line and press **[Enter]**. The *Unit Rosters* list window opens.
2. Select the shift roster to be placed on duty and click **Roster On/Off** or press **[Alt+R]**.
3. The roster window appears listing all units assigned to that shift and includes call number, name, agency, type, geographic area, comment, and station.
4. Press **[Alt+A]** to select all units. Check marks appear in the *Selected* column.

   If all units appearing on that roster should not be brought on duty, choose the ones to be placed on duty by placing a check mark in the *Selected* column of those units.
5. Press **[Alt+B]** to bring the selected units on duty.
6. Press **[Esc]** to return to the Unit Rosters list when you are finished.

Off Duty

1. To take a shift roster off duty, type RO at the command prompt and press **[Enter]**. The *Unit Rosters* list window opens.
2. Select the shift roster to be taken off duty and press **[Alt+R]**.
3. The roster window appears listing all units assigned to that shift and includes call number, name, agency, type, geographic area, comment, and station. Units appearing faded with a strikethrough are on duty.

4. Press **[Alt+A]** to select all units. A check mark appears in the **Selected** column.

   If all units appearing on that roster should not be taken off duty, choose the ones to be taken off duty by placing a check mark in the **Selected** column of those units.

5. Press **[Alt+T]** to take the selected units off duty. Units with open calls cannot be taken off duty.

6. Press **[Esc]** to return to the *Unit Rosters* list when finished.

Reviewing Unit Shift Status

When a unit is placed on duty, the ending shift time is entered by the CAD user. The shift status option provides an overview of unit shift details and notifies users if a unit has worked past the end of their shift.

1. To view the shift status list, type SS at the Command line and press **[Enter]**. The *Unit / Shift Check* window appears.

   The shift status list includes, the unit call number, agency, dispatch area assignment, unit comment, division, end shift date/time, and begin shift date/time.

2. If a unit has worked past the end of their shift, a flag appears in the left-hand column and the unit information appears in red. The time past the end of the shift appears in the *Time Over* column.

3. If needed, a unit's last location details can be viewed from the *Unit / Shift Check* window. Double-click the unit or use the mouse or the **[arrow keys]** to select the unit and press **[Enter]**. When finished viewing the last location, press **[Esc]** to return to the Shift Status window.

4. Right-click a unit to access a shortcut of menu of unit options.

5. When finished reviewing shift information, click **[Close]** or press **[Esc]** to close the *Unit / Shift Check* window.

Printing the Unit Shift Status

1. While viewing the *Unit / Shift Check* window, click **Print**.

2. The report appears on-screen. The report includes the time over, unit, agency, area, comment, division, end shift date, and time for each unit shift.

3. When ready to print, click the **Print** icon.

4. Click **Close** when finished.

Using Unit Check Timers

Unit Check Timers, or T4 Timers, are set to alert the dispatcher that they should call a unit to make sure the unit is OK or 10-4. The length of the timer is determined by the call priority and the unit status. Additional or secondary timers can be entered per workstation as needed.

Reset the Check Timer

1. Press **[F3]** to place a unit en route to a call.
2. If the T4 Timer expires before the unit checks in, the unit will be highlighted on the main CAD window. This alerts the dispatcher to call the unit.

   If your workstation is configured to display unit timer expiration messages, a message will notify the dispatcher that the unit's timer has expired. This message will appear repeatedly until the timer is reset.
3. Contact the unit to verify they are "10-4."
4. Enter T4 and the unit number at the Command line and press **[Enter]**.

   For example, to reset the check timer for unit 100, type `T4 100`.
5. Each time a T4 timer expires, the unit will be highlighted on the main CAD window.

- ✓ Timers can be reset for all units by entering either `T4ALL` or `OKALL` at the Command line.
- ✓ If the unit's timer is not reset after the unit timer expiration message appears, the warning message will appear again in the amount of time configured in CAD Configuration. For example, if the system is configured for 60 seconds to pass between messages, and a unit's timer expires and is not reset within 60 seconds, the expiration message will appear again.
- ✓ The first three times the unit timer expiration message is displayed, it will appear only on workstations that are monitoring that unit. If the timer is still not reset after three warning messages, the message will appear on all active workstations. In the previous example, the expiration message would appear on all workstations if the timer is not reset in 240 seconds.
- ✓ A record is created in the unit log each time you reset a unit check timer.
- ✓ Unit check timers can be disabled as needed for a specific call.

Extending a Unit Check Timer

A unit check timer can be extended using the UT command followed by the call number and the number of minutes to extend the timer. For example, to extend unit 100's timer by five minutes, type `UT 100, 5` at the Command line and press **[Enter]**. Timers can be extended up to 999 minutes.

Note: Timers may also be reduced as needed. Enter a negative number of minutes to decrease the timer. For example, to decrease unit 100's timer by 5 minutes, type `UT 100, -5` at the Command line and press **[Enter]**.

Setting a Secondary Timer

1. Type ST at the command prompt; press **[Enter]** to set a secondary timer on the workstation. The *Secondary Timers* list appears.
2. Click **Add** or press **[Insert]** to create a new timer.
3. Using the drop-down list, set the number of minutes from the time of entry until this timer should expire. The date/time to display is shown below the selection list; the current time is displayed to the right.
4. Enter the text that should appear as the message when the timer expires.
5. Use the drop-down list to select the call number to which this timer is related.
6. If a sound should play when this timer expires, click **Find Sound**. Browse to the location of the WAV file and double-click to select it. Click **Play Sound** to test the sound file.
7. Press **[Enter]** to save the secondary timer.
8. Click close or press **[Esc]** to close the *Secondary Timers* window.

Resetting a Secondary Timer

1. When the secondary timer expires, a warning message appears with the text and information configured.
2. Press **[Enter]** to acknowledge the timer.
3. The *Snooze* window allows the user to extend, or "snooze," the timer. Enter the number of minutes to extend the timer and press **[Enter]**. Leave the minutes at zero if the timer should not be extended.

- ✓ A secondary timer can be quickly at the command prompt by typing ST, the timer length, call number, and prompt. For example, to set a 5 minute timer to check on unit 100, type `ST 5, 100, UNIT CHECK` and press **[Enter]**.
- ✓ Click **Close** or press **[Esc]** to cancel the secondary timer before entering anything.
- ✓ The number of secondary timers allowed at the workstation is displayed on the *Secondary Timers* window. This number is set in *CAD Configuration*.
- ✓ If the secondary timer quantity limit is reached and the dispatcher attempts to add another timer from the Command line, a message appears that the limit has been exceeded. However, the secondary timer can still be added. The message is informational only.
- ✓ Click **Delete** or press **[Alt+D]** to delete the selected secondary timer from the *Secondary Timers* window.
- ✓ A record is created in the unit log each time a secondary timer is reset.

Disabling Unit Check Timers

Unit check timers can be disabled for a specific call or for a specific unit.

Turn the Timer Off for this Call

1. Press **[F3]** to place a unit en route on a call.
2. If the T4 Timer expires before the unit checks in, the unit will be highlighted on the main CAD window. This alerts the dispatcher to call the unit.
3. Contact the unit to make sure they are "10-4." If the unit advises no further 10-4 checks are required until they arrive on scene, turn off the check timer. To do so, type T4X and the unit number at the command prompt and press **[Enter]**.

   For example, to turn off the check timer for unit 100, type `T4X 100`.
4. When the unit is placed on scene, the check timer will be reset. If the T4 Timer expires before the unit checks in, the unit will be highlighted again on the main CAD window.

Disable the Timer for a Unit

1. Press **[F3]** to place a unit en route on a call.
2. If the T4 timer expires before the unit checks in, the unit will be highlighted on the main CAD window. This alerts the dispatcher to call the unit.

3. Contact the unit to make sure they are "10-4." If the unit advises no further 10-4 checks will be required for this call, disable the check timer. To do so, type LL and their unit number at the command prompt and press **[Enter]**.

   For example, to disable the check timer for unit 100, type `LL 100`. The *Last Location* window appears.

4. Click the **Disable** button beside the **Last Unit Check** field.

5. Click **Close** or press **[Esc]** to close the *Last Location* window. Unit check timers are disabled for this unit regardless of their status.

- ✓ A unit's check timer can also be disabled by entering T4X or OKX and the unit number at the Command line or holding down **[Shift]** while double-clicking the unit number.
- ✓ Click the **Enable** button on the *Last Location* window to enable a disabled check timer.

Disabling Timers for Multiple Units

Multiple unit timers can be disable at the same time using the T4X command. For example, enter `T4X 100, 200, 300` to disable the unit timers for units 100, 200, and 300 for their current call assignment. Up to ten unit timers can be disabled at one time using this command.

Placing a Unit Off Duty

1. On the main CAD window, press **[F6]** to remove a unit from service.
2. Enter the unit call number and press **[Enter]**. If the unit has a secondary status and mileage is required, the dispatcher prompted to enter the mileage.
3. A message notifies the dispatcher that the unit has been put off duty. The unit is removed from the main CAD window.
4. The Off Duty window remains open after the first unit is taking off-duty so the dispatcher can quickly remove another unit from service. To do so, enter the unit number and press **[Enter]**.
5. Press **[Esc]** to close the Off Duty window.

- ✓ XD, T7, OUT, or OS and the unit number can be entered at the command prompt to remove a unit from service.
- ✓ Enter a command and unit number at the command prompt to put a specific unit off duty. For example, type `XD 100` and press **[Enter]** to put unit 100 off duty.
- ✓ A record is created in the unit log each time a unit is put off duty.
- ✓ Units can also be placed off duty from the *On Duty* screen.

Placing Multiple Units Off Duty

Multiple units can be taken off duty using the XD command. For example, enter `XD 100, 200, 300` to place units 100, 200, and 300 off duty without opening the *Off Duty* window. Up to ten units can be placed off duty at one time using this command.

Exchanging Units on a Call

1. Two units can be exchanged on a call from the main CAD window or while viewing the call record. Use this command when one unit's status is available and a second unit's status is busy (en route, dispatched, or on scene.)
2. From the main CAD window, use the mouse or the **[arrow keys]** to scroll to the call and highlight the appropriate call record.
3. With the call highlighted, type EXC at the command line followed by the first unit, comma (,) and the second unit, and press **[Enter]**. For example, to exchange unit 100, that is en route to the call, with unit 200, whose status is available, type `EXC 100,200`. The order of the units entered is immaterial, but the comma must be entered between the two units.

Swapping Unit Positions on a Call

NOTE: Only units with the same status can be swapped.

1. Unit positions can be swapped from the main CAD window or while viewing the call record. From the main CAD window, use mouse or the **[arrow keys]** to scroll to the call.
2. To swap the primary unit on a call with a backup unit on the selected call, enter SWAP at the Command line and press **[Enter]**. The backup unit becomes the primary unit and vice versa.

- ✓ The units can also be swapped by entering the units after typing the SWAP command. For example, type `SWAP 327 123` to swap the primary unit 327 with the backup unit 123. This would be customarily be used when there are multiple backup units.

Removing Units from a Call

Removing One Unit

1. A unit can be removed from a call from the main CAD window or while viewing the call record. From the main CAD window, use the mouse or **[the arrow keys]** to scroll to the call.
2. To remove only one unit from a call and make them available for service, type RC and the unit number at the Command line and press **[Enter]**.
3. For example, units 100, 200, and 300 are on a call. To remove unit 100 and leave the other units on the call, type `RC 100`.
4. The unit is removed from the call and made available for service.

   If a unit on this call is queued on another call, SmartCAD will prompt to place the unit on the active call. Select the call and select whether the unit is dispatched, en route, or on scene for the call. For example, if the unit is en route for the call, press **[F3]**.

- ✓ If the primary unit is removed from a call, the primary backup unit automatically becomes the primary unit.
- ✓ Right-clicking a call or the command line and select Remove All Units on the shortcut menu to remove all units on a call.
- ✓ There are six time fields located at the bottom of the call detail record. If a unit is removed from a call and another unit is dispatched, placed en route or placed on scene, the top three boxes show the time of the units currently on the call while the bottom three boxes retain the original dispatched, en route, and on scene times.

Removing All Units

1. Units can be removed from a call from the main CAD window or while viewing the call record. From the main CAD window, use the mouse or the **[arrow keys]** to scroll to the call.
2. To remove all units on a call and make them available for service, press **[F7]**.

For example, units 100, 200, and 300 are on a call. To remove all three units, select the call and press **[F7]**.

3. Click **Yes**, or press **[Y]** to remove the units. To cancel the transaction, click **[No]**, or press **[N]**.
4. All units on the call are removed and the hold time out timer indicates how long the call has been awaiting assignment.

Entering a Call

Call Entry Keyboard Shortcuts and Menu Options

To view a list of all user commands, type `COMMAND` at the command line. Hints showing the proper format for the command are displayed to the right of the command line.

To do this,	press this key	enter this command	or use the mouse to click here
Validate the Dispatch Location against the geo database	*n/a*	VAD	Validate [VAD]
Validate the Occurrence Location against the geo database	*n/a*	VAO	Validate [VAO]
View all supplemental information on a call	**[Alt+M]**	*n/a*	Summary tab
Add the complaint type to a call	*n/a*	CO	Complaint field
Add the complainant to a call	*n/a*	CP	Complainant field
Add a vehicle to a call	*n/a*	VA	Right-click and select Add Vehicle
Edit vehicle information	*n/a*	VE	Right-click and select Edit Vehicle
Add a subject to a call	*n/a*	SA	Right-click and select Add Subject
Edit subject information	*n/a*	SE	Right-click and select Edit Subject
Add a subject from the MNI	**[Ctrl+F4]**	MNI	n/a
Add a vessel to a call	*n/a*	BA	Right-click and select Add Vessel
Edit vessel information	*n/a*	BE	Right-click and select Edit Vessel
Add a property record to a call	*n/a*	PRA	Right-click and select Add Property Record
Edit a property record on a call	*n/a*	PRE	Right-click and select Edit Property Record
Add a real estate record to a call	*n/a*	REA	Right-click and select Add Real Estate record
Edit a real estate record on a call	*n/a*	REE	Right-click and select Edit Real Estate record
Edit the current transport	*n/a*	TRE	Right-click and select Edit Transport
View the current transport	**[Alt+T]**	TRV	Right-click and select View Transport
Delete the current transport	*n/a*	TRD	n/a

To do this,	press this key	enter this command	or use the mouse to click here
Validate the address of the call subject	**[ENTER]**	*n/a*	Right-click the subject panel of the Call/Incident window and select Validate
Validate the business address of the call subject	**[ENTER]**	*n/a*	Right-click the subject panel of the Call/Incident window and select Validate
Center the map on the address of the call subject	*n/a*	MSR	Right-click the subject panel of the Call/Incident window and select Center on Map.
Center the map on the business address of the call subject	*n/a*	MSB	Right-click the subject panel of the Call/Incident window and select Center on Map.
Query subject's driver license	*n/a*	QDL	*n/a*
Query vehicle VIN	*n/a*	QVIN	*n/a*
View directions to a location	*n/a*	DIR	DIR button
View caution notes on a call	*n/a*	CN	CN button
View prior calls for dispatch location	*n/a*	PC	PC button
View prior calls with occurrence location matching dispatch location	*n/a*	PX	PX button
View trespass warnings for the dispatch location	*n/a*	TW	TW button
View a watch order for a location	*n/a*	WO	WO button
Create a watch order from an incident	*n/a*	CWO	*n/a*
Create an incident from a watch order	*n/a*	IWO	*n/a*
View directions for the occurrence location	*n/a*	DIRO	DIRO button
View caution notes for the occurrence location	*n/a*	CNO	CNO button
View a prior calls for the occurrence location	*n/a*	PCO	PCO button
View prior calls with dispatch location matching occurrence location	*n/a*	PXO	PXO button
View a trespass warning for the occurrence location	*n/a*	TWO	TWO button

To do this,	press this key	enter this command	or use the mouse to click here
View a watch order for the occurrence location	*n/a*	WOO	WOO button
View medical instructions	*n/a*	MED	MED button
View standard operating procedures	*n/a*	SOP	SOP button
Add a note to a call	*n/a*	NA	Right-click and select Add Note
Add extensive notes to a call	*n/a*	NO	*n/a*
Add administrative notes	*n/a*	AN	*n/a*
Edit a call note	*n/a*	NE	Right-click and select Edit Note
View caution notes on a vehicle	**[Ctrl+F2]**	VC	VC button
View a history of prior calls for a vehicle	**[Ctrl+F3]**	VP	VP button
View a tow log for a vehicle	**[Ctrl+F4]**	VT	VT button
View a BOLO record	**[Ctrl+F1]**	VB	VB button
View a tow log for a vessel	**[Ctrl+F4]**	BT	*n/a*
View a history of prior calls for a vessel	**[Ctrl+F3]**	BP	Vessel Prior button
View a Law Run Card	*n/a*	LRUN	LRUN button
View a Fire Run Card	*n/a*	FRUN	FRUN button
View an EMS Run Card	*n/a*	ERUN	ERUN button
Create a BOLO record using data from the call	*n/a*	CBOLO	Right-click and select Create BOLO record from call
Create a caution note record using data from the current call	*n/a*	CCN	Right-click and select Create Caution Note from call
Create an offense number report for a call	**[F8]**	OFF	Right-click and select Assign Report/Offense Number to Call
Change the active call status	*n/a*	CS	*n/a*
Create a return trip from open call	*n/a*	CRT	*n/a*
Close and code a call	**[F9]**	CC	Right-click and select Close/Code Out Current Call
Exit the current call	**[Esc]**	*n/a*	*n/a*

Managing CAD Incidents

There are two stages to entering a call: entering initial data to create the call and entering additional details about persons and vehicles. Once a call is entered, caution notes, BOLOs, and other information can be viewed. This chapter provides instructions for creating a call and entering the additional details such as subject, vehicle, vessel, etc.

See Reviewing Maps for mapping information. See Reviewing Call Detail Records for instructions on changing or reviewing additional information after the call is shipped.

1. Enter `I` at the Command line and press **[Enter]**.
2. Enter the address of the *Dispatch Location*. Type the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A list of matching locations appears. Use the arrow keys to make the appropriate selection and press **[Enter]**.
    - Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in **I10**. Highways should begin with `US-` or `US`, as in **US29**.
    - To enter an intersection, type the first three letters of the first street, enter a slash, and type the first three letters of the second street. Press **[Enter]**. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the **Address** field.
3. The first line of the **Address** field is populated with the street, highway, or interstate information. The second line includes a place or landmark, if applicable.
    - Enter the apartment or lot number if needed and complete the zip code. The apartment or lot number, if present, is populated when an address is validated.
    - Enter the domicile type manually, if needed.
4. Geographic areas (**Wrecker**, **Primary GEO**, **Secondary GEO**, etc.) are displayed next to the address information. Double-click this section to edit or enter geographic area assignments.
5. If the location of the occurrence is the same as the dispatch location, click **To Occurrence**. The dispatch location details are copied to the occurrence location.
    - If the location of the occurrence is different from the location to which the unit is being dispatched, enter the address information following step 2.
6. Enter the **Complaint/Nature** of the call.
    - If you need to search for a complaint type, press **[Enter]**. Press the **[Spacebar]** to search for a complaint type. When you find it, press **[Enter]** to add it to the call.

7. The call priority is automatically assigned based on the complaint type but can be manually changed, if necessary.

8. If the complaint type is associated with an alarm, enter the alarm level for notification purposes. The notification alert appears below the Alarm Level field. Click **Noti** to view the persons on the notification list for the alarm level entered.

9. The information appearing in the **Additional Info** field depends on agency preferences in *CAD Configuration*. It can contain an offense number if the complaint type is configured to automatically generate an offense number. It can also contain the vehicle state and tag information. However, if both options are configured, the offense number takes precedence over the vehicle state and tag information and the offense number is displayed.

10. Press **[Enter]** to select the complaint status type. Press the **[Spacebar]** to search for a complaint type. When found, press **[Enter]** to add it to the call.

    - If the agency has assigned a specific list of complaint statuses to complaint types in **CAD Configuration**, only those defined status types appear in the **Complaint Status** drop-down list allowing you to quickly select the appropriate one instead of scrolling through the entire list.

11. If applicable, enter the weapon involved in the incident. Specific details should be used here. This information is vital to officer and public safety. If there is not a weapon involved, leave this field blank. Press **[Enter]**.

12. Press **[Page Down]** to ship the call.

    - At this point, the call appears on the mobile computer terminals (MCTs) in the field and on the dispatchers' computers. In addition, any alerts to medical instructions, operating procedures, duplicate calls, caution notes, or prior calls will appear on the call record.

13. If the user has Call Taker access to SmartCAD in *Employee Master*, the agency must be selected for this incident. The list of agencies monitored by your workstation appears. If needed, press **[Alt+V]** to view all agencies on the system. Use the **[arrow keys]** to move to the correct agency and press **[Enter]** to select it.

14. Enter the complainant's name and phone number. When a complainant is added to the call, a subject record is automatically added for that complainant. If the call is created from the 911 interface, the caller information is added as the complainant.

15. If the complainant's phone number matches a prior caller's phone number the **PC** button displays in green next to the complainant's information. Clicking on the **PC** button brings up a list of prior calls from Call History.

16. Enter the origin of the call. Use the **[Spacebar]** to indicate if the complaint was a 911 call and if the complainant would like to be contacted. Press **[Page Down]** to save complainant information.

17. Enter supplemental information, including subjects, vehicles, vessels, property, and real estate records as needed.

18. To add notes to the call, type `N` on the Command line followed by the note text and press **[Enter]**. Once **[Enter]** has been pressed, the notes are visible to other CAD users, including those in the field.

19. Press **[Esc]** twice to complete the call entry and place the call in the holding call queue.

General

- ✓ If the agency has set up quick keys for places or complaint types, enter the quick key in the appropriate field to quickly enter information.
- ✓ The incident number and date and time the call was received are displayed at the bottom of the window. The shipped time reflects when call information was visible to other dispatchers and users.
- ✓ When the text in the **Additional Information** field is changed, a note is added to the call stating the text previously contained in the **Additional Information** field.
- ✓ Complaint types can be designated as non-CAD incidents. Invalid complaint types are not allowed.
- ✓ When selecting a complaint type, you can apply a sort or filter to the list to locate the correct complaint type. Sort and filter options include complaint type, priority, quick key, call type, description, and status.
- ✓ When selecting a complaint status, the list can be sorted by quick key or description to locate the correct complaint status.
- ✓ If the agency uses multiple call view and the call record should stay open, click the **Minimize** button.
- ✓ *Dispatched*, *En route*, and *On scene* time fields appearing at the bottom of the call detail record are used to record unit times for each action. When a unit is removed from a call and another unit is dispatched, placed en route and/or on scene, the fields display the time of the units currently on the call. The fields directly below *Dispatched*, *En route*, and *On scene* retain the original time of dispatch, en route, and on scene for the unit.
- ✓ Command line hints that show the proper format for the command are displayed to the right of the command line.
- ✓ Single quotation marks can be entered for street and city names.
- ✓ If automatic notifications have been configured for this complaint type, they are sent when the call is shipped.

Location

- ✓ Type `VAD` at the Command line to validate the dispatch location against the geographic database.
- ✓ Type `VAO` at the command prompt to validate the occurrence location against the geographic database.

- ✓ An icon appearing beside dispatch location and/or occurrence location indicates the address has been validated.
- ✓ If needed, you can enter the direction of a cross street. For example, to enter N Baylen and Romana, enter N BAY/ROM in the Street field.
- ✓ When verifying a location, the list of matching street locations includes only records for the geographic area(s) currently monitored on your workstation. To view all matching street locations, click **Show All**.
- ✓ If the street you enter is not located in the geographic file, type = (equal sign) or press **[Tab]** to override street verification. Make sure you assign the dispatch area to the call.
- ✓ You can search for the street address by entering a place or business name. To do so, type the first three letters of the place and press **[Enter]**. For example, to find the airport, type AIR in the street field.
- ✓ If you do not enter the dispatch area, you will be prompted to use your workstation's default area or manually enter the correct area.

Validating Telephone Numbers

You can enter a telephone number on address line 1 and press **[Enter]**. The phone number validation checks the CAD address book for a match. If the address being validated is the dispatch location, the name from the CAD address table is used as the complainant name and the telephone number is used as the complainant phone number. When the call is shipped, the complainant information is used to automatically generate a new subject record.

Creating a Duplicate Call

If the selected complaint type requires additional calls to dispatch supporting personnel (investigators, EMTs, firefighters, etc.), **COPY** appears on the call record below the complaint type.

1. To create a duplicate call, enter COPY in the Command line and press **[Enter]**.
2. The agency, complaint type, priority, and call status are entered by default from the original call. Change this information as needed.
3. Enter any additional information and, if necessary, weapon information.
4. Press **[Alt+D]** to create the call. The call will appear on the main CAD window.
5. A note reflecting the duplicate call is added to the current call record, including the call number. For example, "DUPLICATE - (SOURCE: THIS CALL) (DESTINATION: SRSO06CAD000818 / ACCIDENT W/INJ)."
6. When finished, press **[Esc]** to exit the call and return to the main CAD window.

- ✓ Notes regarding duplicate calls can be used to move from the current call to the duplicate call by double-clicking the note record. Note records that provide this call link are displayed in blue.
- ✓ If the COPY alert does not appear on the call record, click the **D** icon in the bottom right-hand corner to create a duplicate call.
- ✓ Duplicate complaint types are entered in the **CAD Configuration** module.
- ✓ Entering DUP on the command line will also create a duplicate call.

Linking Call Records

Link Current Call to Other Calls

SmartCAD allows users to link the current call record to other active calls or historical calls as needed.

1. From the main CAD window, use the **[arrow keys]** to scroll to the call that requires a link; press **[Enter]**.
2. Click the **Link This Call to Other Calls** icon in the lower right-hand corner of the call record. The linked incidents list appears.
3. To link this call to another active call, press **[Alt+U]**.To link this call to an archived call, press **[Alt+H]**.To link a specific incident number, press **[Alt+I]**. Type the incident number and press **[Enter]**.
4. The *Select Call to Link* window lists available calls. The list may be filtered, as needed, to locate the correct call.
5. When the correct call is located, press **[Alt+L]** to link it to the current incident.
6. The incident that was just linked is listed on the *Linked Incident* list. Select the linked incident and press **[Enter]** to view it and exit the current call record.

Link Prior Call to Current Call

SmartCAD allows users to link a prior call to a current call record as needed.

1. From the main CAD window, use the arrow keys to scroll to the call that requires a link; press **[Enter]** to open the call record.
2. Type PC on the Command line to display the prior calls list for the dispatch location.

3. Highlight the prior incident that to be linked to the current call record and press **[F6]**.
4. Click **Yes** to confirm the link.
5. Press **[ESC]** to close the *Prior Calls* window.
6. A note is created for the current call record indicating a link has been created.

- ✓ To remove a call link, open the linked incidents list. Locate the call that needs to be removed and press **[Alt+D]**. When a link between two calls is removed, a new note is added to both calls describing the broken link and the "hotlinks" are removed from both calls.
- ✓ Press **[Esc]** to close the linked incidents list.
- ✓ When a call is linked, a note is added to the call record of the linked call indicating a link was made. For example, if incident SPS09CAD000001 is linked to SPS09CAD000010, the note "LINK CREATED BETWEEN INCIDENT [SPS09CAD000001] AND INCIDENT [SPS09CAD000010]" will appear on the records of the linked call.
- ✓ Notes regarding call links can be used to move from the current call to the linked call by double-clicking the note record. Note records that provide this call link are displayed in blue.
- ✓ On the *Linked Incidents* window, press **[F4]** to sort the list. Sort options include: incident number, complaint type, received date, primary unit, dispatch location, occurrence location, complainant, call taker, and dispatcher.
- ✓ On the *Linked Incidents* window, press **[F5]** to search the list. The search is based on the selected sort order. Press **[F5]** again to remove the filter.
- ✓ On the *Linked Incidents* window, press **[Alt+P]** to print the *Linked Incidents* list.
- ✓ On the *Select Call to Link* window, press **[F4]** to sort the list of available incidents to link. Sort options include: incident number, complaint type, received date, primary unit, dispatch location, occurrence location, complainant, call taker, and dispatcher.
- ✓ On the *Select Call to Link* window, press **[F5]** to filter the list of available incidents to link. The filter is based on the selected sort order. Press **[F5]** again to remove the filter.
- ✓ The Command line may also be used to link calls. Select a call and enter `LI` in the Command line. Right-click a call and select **[LI] Link call to another call**, or click the **Linked Call** icon while viewing the call/incident screen.

Creating a Return Trip Call

Return trip calls may be created from open or closed calls and are primarily designed for EMS personnel when transporting patients for appointments.

1. From the main CAD window, select the open call that requires a return trip.
2. Type `CRT` on the Command line and press **[Enter]**.
3. The user is prompted to close the incident. Press **[F9]** to close the call/incident.
4. Enter the disposition codes as required for the call and press **[Alt+A]** to archive the call.
5. A new call is created by cloning the closed call. The new call preserves the main unit and swaps the dispatch and occurrence locations, the subject record from the original call is copied to the new call record, and a note is added to the call indicating this is a return trip generated from the previously closed call. The note also includes the CAD number from which the return trip originated. A link is also created between calls.

- ✓ Return calls can also be created from Call History. Press **[F3]** to create a return trip call from a closed incident.

Creating a Watch Order from Incident

Watch orders can be created from an open call.

1. From the main CAD window, find the incident requiring a watch order and open the call.
2. Type `CWO` at the Command line. The *Watch Order* record opens.
3. The address is automatically populated from the call record. A note is also automatically added indicating the watch order was created from the incident.
4. Enter an expiration date and time, if needed.
5. Use the buttons appearing at the bottom of the window to add a completed check, center the incident on the map, generate a call from the watch order, or print the watch order.
6. Click **Close** when finished. The Watch Order (WO) is set for the location and the **WO** flag appears on the call record.

- ✓ If an active watch order already exists for the location, you are prompted to create another one. Enter **Yes** to create another watch order or **No** to cancel.

Adding Notes to a Call

Call Notes

1. Notes can be added to a call from the main CAD window or while viewing the call record. From the main CAD window, use the **[arrow keys]** to scroll to the call.
2. When the call is found, press **[Enter]** to open the record.
3. Type `N` at the Command prompt to add notes to a call. Press **[Enter]**.
4. To record a unit with this note, use the drop-down list to enter the unit's call number.
5. In the **Note** field, type a single line and press **[Enter]** to add the notes to the call. The notes become visible to other CAD users.
6. Press **[Esc]** to close the note record and return to the call.

Extended Notes

1. The call record must be open to enter extended notes. From the main CAD window, use the arrow keys to scroll to the call. Press **[Enter]** or double-click to open the call record.
2. Type `NO` at the Command line and press **[Enter]**.
3. A CAD call note record appears. Type the extended notes.
4. When finished, press **[Enter]** to add the notes to the call. Once added, the notes are visible to other CAD users.
5. Press **[Esc]** to close the note record and return to the call.

Administrative Notes

Administrative notes are not transmitted to MCTs.

1. The call record must be open to enter administrative notes. From the main CAD window, use the **[arrow keys]** to scroll to the call.
2. When the call is found, double-click on it or press **[Enter]** to open the record.
3. At the Command line, type `AN` followed by the note text.
4. Press **[Enter]** to add the notes to the call.
5. The **Admin Notes** button at the top of the call screen is highlighted indicating there are administrative notes on the call. Click the **Admin Notes** button to view or add administrative call notes.

6. Press **[Esc]** to close the note record and return to the call.

Web Notes

If the agency pulls CAD data onto the agency web site, web notes may be entered to appear with the call. Other notes will not be displayed on the web site.

1. Web notes may be added to a call from the main CAD window or while viewing the call record. From the main CAD window, use the **[arrow keys]** to scroll to the call.
2. When the call is found, double-click on it or press **[Enter]** to open the record.
3. At the Command line, type `WN` followed by the note text.
4. Press **[Enter]** to add the web notes to the call. The notes become visible to other CAD users.
5. Press **[Esc]** to close the note record and return to the call.

Freezing Call Notes

There may be times when a user needs to view the notes for a specific CAD record without the potential interruption of periodic call refreshes that may remove focus from the desired record note. In such instances, the user can "freeze" the notes grid until finished viewing the note and then "unfreeze" to disable this feature. CAD call updates and notes still occur but are not visible until Freeze Notes is disabled.

1. The call record must be open to freeze notes. From the main CAD window, use the **[arrow keys]** to scroll to the call. Press **[Enter]** to open the call record.
2. Type `FN` at the Command line and press **[Enter]**.
3. Review the notes, as needed.
4. Type **FN** again to disable the Freeze Note feature.
5. Press **[Esc]** to close the record and return to the call.

- ✓ If this feature is enabled and the incident window is closed by the user, the freeze feature is automatically disabled.
- ✓ You may also click the **FN** button at the top left of the Notes grid to enable. Click again to disable. Once disabled, the call notes begin scrolling again as expected.

- ✓ You can easily enter notes using quick keys configured by your agency. To do so, type `N` followed by the quick key. For administrative notes, type `AN` followed by the quick key.

- ✓ You can also enter notes by typing NA at the command prompt and then typing your note.
- ✓ To view a list of quick keys for call notes, enter NQK in the command prompt. The list can be sorted or filtered as needed to locate the record you need. Press **[F4]** to change the sort or click **Filter** to filter the list.
- ✓ Notes that appear in blue provide a link to the related call record. Double-click the note record to view the related call.
- ✓ Type AN on the main CAD window to view administrative notes for all calls. This list can be filtered, sorted, and searched by dispatcher, note text, incident number, and date range.
- ✓ Web notes appear on a separate list rather than with other call notes.
- ✓ Web notes are listed first on the call record with the prefix @WEB.
- ✓ A call record may have only one web note at a time. If a call record already contains a web note and a user enters another one, the original web note becomes a regular call note and the new web note is added to the call.
- ✓ The command **WN** alone will delete the web note on the selected call. For example, type WN at the command prompt and press **[Enter]**; the web note on the call is deleted.

Entering Supplemental Incident Details

Detail information such as subject, vehicle, vessel, real estate, and property is entered on a call by selecting the appropriate tab of the call record or by entering a command. Supplemental records for subject, vehicle, vessel, property, and real estate may also be added from the main CAD command screen when an incident is highlighted and the appropriate command is entered.

Entering Subject Information

1. To enter subject information, type SA at the command line and press **[Enter]**.
2. In the **Subject Detail** panel, select the subject type. Use the ellipsis (**…**) to search for the correct type and press **[Enter]** to add it to the subject record.
3. Enter the person's name, date of birth, sex, race, hair and eye color, height and weight. Enter the driver's license number and social security number. If the social security number entered is present on another incident, the button **Additional Calls** is enabled. Press **[Alt+A]** to view other calls for this subject.

   If the social security number entered is associated with a warrant, the **WAR** button is displayed in yellow. To view the warrants associated with this subject, click the yellow **WAR** button.
4. In the **Location** panel, enter the residence and/or business address for the subject. Up to two phone numbers can be entered. Select the phone number type (i.e. Home, Cellular, Pager, Work, or Other) for each number entered.

5. In the **Fatality Information** panel, place a check beside **Fatality**, if a fatality occurred. When this check box is marked, an **Advanced Fatality** option becomes available. Refer to Entering Fatality Details for information.

   Place a check beside **Notified**, if the next of kin was notified, then enter the next of kin information and the name of the person who notified them.

6. In the **Activity Detail** panel, enter a description or comments relating to the incident.

   Use the ellipsis (**…**) to search for the subject activity. Press **[Enter]** to add the activity to the subject record.

   Place a check in the appropriate boxes to indicate if there was drinking, drug use involved or a weapon was present. If applicable, enter the weapon description.

   If the subject has suffered injury, use the search button (**…**) to search for the extent of injury. When the correct option is found, press **[Enter]** to add it to the subject record.

   Place a check beside the appropriate boxes to indicate seatbelt use, airbag deployment, or child seat use.

   If information about this subject can be released to the public, place a check beside **Allow Public Release** and enter the name of the person who approved the release of information.

7. Click the yellow **WAR** button to enter a warrant into the system for this subject. When the warrants list appears, press **[Insert]**. Enter warrant details as needed and press **[Esc]** when you are finished.

8. When the information about the person has been entered, press **[Esc]** to add the subject to the call.

9. Press **[Esc]** to exit the call and return to the main CAD window.

- ✓ Press **[Alt+S]** to access the **Subject** tab.
- ✓ You can type SE at the command prompt to edit the selected subject.
- ✓ If your workstation is configured for State and NCIC queries, you can run a query on the person's Name, SSN, or Driver License Number. To do so, click the **Lightning Bolt** icon to the right of the field. Click the **Document** icon to open the list of State Interface Transactions and view the response to your query.
- ✓ When an incident number is changed, all supplemental information (notes, subjects, vehicles, etc.) are updated to reflect the new incident number.

- ✓ Pressing **[Page Down]** moves the cursor from one panel of the subject record to the next.
- ✓ The list of subject types, activities, and extent of injuries are created in **CAD Configuration**.
- ✓ Press **[Shift+]** to scroll up through the list of subjects. Press **[Shift+↓]** to move down through the list.
- ✓ You can view another call associated with this subject by selecting the call and pressing **[Enter]**. When you do so, the subject record and current call record you are viewing are closed.
- ✓ Press **[Alt+M]** to access the **Summary** tab and review all supplemental information entered for the call if your workstation has been configured to view the **Summary** tab.
- ✓ FA appears in the Fatal column on the subject tab of the call record indicating a fatality for this subject.
- ✓ When a complainant is added to a call, a subject record is automatically added to the call and the subject type is automatically set to complainant.
- ✓ If the complainant information is changed on the call record, the subject record is also changed.
- ✓ Subject information is automatically linked to the MNI.
- ✓ A teal colored **MNI TW** flag indicates the subject information entered matches an active trespass warning in an MNI record.

Subject Information and the Master Name Index

1. After the subject information (name, date of birth, race, or sex) has been entered into a CAD call, CAD automatically searches the Master Name Index for matching subject information. This automatic lookup initially returns one of three flags that appear in the lower right hand corner of the Subject window:

    - **Green flag** (MNI Possible Match) indicates the subject matches records in the MNI by name only and none of the matches have active warrants, injunctions, field interview request or trespass warnings.
    - **Yellow flag** (MNI Possible Hit) indicates the CAD subject matches records in the MNI by name only and at least one of the matches has warrants, injunctions, field interview request or trespass warnings.
    - **Teal MNI TW** indicates the subject information entered matches an active trespass warning in an MNI record.

2. Double-click the flag to view matching records in the Master Name Index.

3. If the exact demographics of a subject are not known or the user wants to do a manual search in the Master Name Index, click the **Add From MNI** button at the bottom of the subject form. When the subject is found, click **Link Record** then click **Link to SmartCAD** to link that subject back to the CAD call.

   The linking process will bring all the information from MNI into CAD. Information such as subject, demographics, residence address, and business address are included. When a subject is linked to the CAD call, definite flags are set:

   - **Green flag** (MNI Match) indicates the CAD subject has a record in MNI which the dispatcher has linked back to CAD. This record does not have active warrants, injunctions, field interview request, or trespass warnings.
   - **Red flag** (MNI Hit) indicates the CAD subject has a record in MNI which the dispatcher has linked back to CAD. This record has at least one active warrant, injunction, field interview request, or trespass warning.

- ✓ Users must have proper user access rights in *Employee Master* to add/edit subject information.
- ✓ Entering `MNI` from the Command line on the main form in CAD or within an incident will also open Master Index. Master Index opens to the login screen. After login, the *Names* tab is automatically active. Master Name Index records can be searched and viewed, depending on user access rights. Starting Master Index in this manner allows the user to leave it open or minimize it without any interruption to CAD.
  - o The *Names* tab is only available if the user has access to the Master Name Index in *Employee Master*.
  - o If the user has been granted access to the Master Business Index, Master Vehicle Index, or Master Hull Index, those tabs (Businesses, Vehicles, and Vessels, respectively) will also be available.
- ✓ Entering `MBI` from the Command line on the main form in CAD or within an incident will also open Master Index. Master Index opens to the login screen. After login, the *Businesses* tab is automatically active. Master Business Index records can be searched and viewed, depending on user access rights. Starting Master Index in this manner allows the user to leave it open or minimize it without any interruption to CAD.
  - o The *Businesses* tab is only available if the user has access to the Master Business Index in *Employee Master*.

- If the user has been granted access to the Master Name Index, Master Vehicle Index, or Master Hull Index, those tabs (Names, Vehicles, and Vessels, respectively) will also be available.

Entering Fatality Details

1. Fatality details for a subject can be entered while viewing the call record. From the main CAD window, use the **[arrow keys]** to scroll to the call. Double-click or press **[Enter]** to open the record.
2. Press **[Alt+S]** to view the list of subjects. Press **[Shift+Down-Arrow]** to scroll to the subject to be edited.
3. Type SE at the Command line and press **[Enter]** to open the subject record.
4. Press **[Alt+F]** or click **Advanced Fatality** to enter fatality details for this subject.

   Note: The **Advanced Fatality** button is not available if the **Fatality** check box is not marked.
5. Name, address, demographic information, and seat belt use pull from the subject record. Change this information as needed. If this information is changed, the subject record is automatically updated.
6. Select the fatality ID from the search box.
7. The date and time of the accident and death default to the incident date and time from the call record. Change this information as needed.
8. The location defaults to the dispatch location from the call record. Change this information as needed.
9. Enter a description of the fatality. Use the check boxes to indicate if the fatality occurred in a city or in a commercial district.
10. Enter the name of the investigator. The dispatcher, incident date and time defaults from the call record.
11. When finished entering fatality details, press **[Esc]** to close the subject fatality window.
12. Press **[Esc]** to close the subject record.

- ✓ A blue star appearing beside fields on the CAD Subject Fatality window indicates the information is linked to the subject record. If information is changed here, the subject record will be updated accordingly. For example, if incomplete address information is entered on the subject record and completed on the subject fatality

record, the subject record is updated with the complete address information. Likewise, information modified on the subject record will update the subject fatality record.

- ✓ A purple **FATALITY** button appears on the subject record when the **Fatality** check box is selected.
- ✓ A folder icon appears next to the **Fatality** check box on the subject record when a subject fatality record is present.

Entering and Viewing Warrants

1. Warrants can be entered for a subject while viewing the call record. From the main CAD window, use the arrow keys to scroll to the call. Once found, double-click on the call or press **[Enter]** to open the record.
2. Press **[Alt+S]** to view the list of subjects. Scroll to the subject to be edited.
3. Enter SE at the Command line and press **[Enter]** to open the subject record.
4. Click the **WAR** button to enter a warrant for this subject.
5. The *Warrants* window opens and lists any existing warrants for this subject. Click **Add** or press **[Insert]** to add a warrant record.
6. Enter the number and date of the warrant. Subject details (name, date of birth, and social security number) automatically default from the subject record.
7. Enter the reason for the warrant and the bond amount. The issuing agency defaults to the workstation agency. Change the issuing agency, if needed.
8. Use the drop-down list to select the warrant type.
9. If extradition has been authorized, place a check beside **Extradite** and enter the person's name authorizing the extradition.
10. Enter any additional remarks as needed. Press **[Esc]** when finished.
11. Press **[Esc]** again to close the warrant list and return to the subject record.
12. Press **[Esc]** to close the subject record.

- ✓ The **WAR** button on the subject record appears yellow when a warrant is present for the subject.
- ✓ If this subject is entered on another incident record, the new subject record will be linked to this warrant by the social security number.

- ✓ Warrants may also be entered from the subject history log. To do so, enter SH at the command prompt on the main CAD window and press **[Enter]**. Locate the specific record and press **[Enter]** to open it.
- ✓ The warrants list may be sorted and filtered as necessary. Sort and filter options include warrant number, social security number, last name, first name, middle name, reason for the warrant, agency, date issued, and date of birth.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. For example, type JO% in the Last Name field to filter the list on any last name beginning with "Jo."
- ✓ Entering _ in the filter criteria acts as a single character wildcard. For example, type L_nda in the First Name field to filter the list on the name Lynda and Linda.
- ✓ Press **[Alt+M]** to access the **Summary** tab and review all supplemental information entered for the call if the workstation is configured to view the Summary tab.

Entering Vehicle Information

1. To enter vehicle information, type VA at the command prompt and press **[Enter]**.
2. In the *License Plate* panel, enter the license plate information (state, tag number and tag year).
3. In the *Vehicle Description* panel, enter the vehicle make, model, color, year, and VIN. Select the vehicle type, vehicle activity and, if applicable, the crash type. Vehicle type, vehicle activity and crash types are created in *CAD Configuration*.
4. In the *Owner* panel, enter the vehicle owner's name, phone number and complete address.
5. In the *Notes* panel, enter notes about the vehicle.
6. Vehicle tow information is entered in the *Tow Information* panel. To create a tow record, click **Create Tow**.
7. In the *Abandoned Information* panel, enter vehicle abandonment information.
8. If this tag matches a BOLO, caution note, prior call, or tow log, an alert on the vehicle record indicates this information is available. Double-click the alert to view the BOLO, caution note, prior call, or tow record.
9. Press **[Esc]** to add the vehicle to the call.
10. Press **[Esc]** to exit the call and return to the main CAD window.

- ✓ Press **[Alt+V]** to access the **Vehicle** tab.
- ✓ Press **[Page Down]** to move the cursor from one panel of the vehicle record to the next.
- ✓ A new traffic stop incident can be created using the command QT on the main CAD window. For example, to enter a traffic stop for unit 100 with tag FL 123ABC on Highway 29, type `QT 100, FL, 123ABC, Highway 29` at the command prompt and press **[Enter]**.
- ✓ A vehicle can be quickly entered by typing `VA` and the vehicle tag at the Command line. For example, to enter the vehicle 123ABC, type `VA 123ABC` and press **[Enter]**. The default state is added to the record.
- ✓ If a vehicle is towed, tow details can be entered by clicking **Create Tow** on the vehicle record or typing `TOW` at the command prompt to enter towing details. See Recording a Tow for more information.
- ✓ If the workstation is configured for state and NCIC queries, a query on the vehicle tag or VIN can be performed. To do so, click the **Lightning Bolt** icon to the right of the field. Click the **Document** icon to open the list of State Interface Transactions and view the response to the query.
- ✓ While viewing a vehicle record, you can view vehicle alerts using shortcut keys. For example, press **[Ctrl+F3]** to view prior incidents related to the vehicle.
- ✓ Vehicle alerts can be viewed using the command line. Be sure the correct vehicle is selected.
  - Enter `VB` at the command line to view the BOLO record.
  - Enter `VC` at the command line to view the caution notes.
  - Enter `VP` at the command line to view the prior calls.
  - Enter `VT` at the command line to view tow records.
- ✓ Enter `VE` at the command line to edit the selected vehicle.
- ✓ Press **[Shift+UP-arrow]** to scroll up through the list of vehicles. Press **[Shift+Down-arrow]** to move down through the list.
- ✓ Press **[Alt+M]** to access the **Summary** tab and review all supplemental information entered for the call if the workstation is configured to view the summary tab in **CAD Configuration**.

- ✓ When a vehicle is added to the call record and the **Additional Info** field is blank, the vehicle tag number and state will be added to the **Additional Info** field, provided the agency has enabled vehicle tag and state to populate in *CAD Configuration*.
- ✓ When an incident number is changed, all supplemental information (notes, subjects, vehicles, etc.) are updated to reflect the new incident number.

Entering Vessel Information

1. To enter vessel information, type BA at the command line and press **[Enter]**.
2. In the *Registration* panel, enter the vessel registration information (state, registration number and year).
3. In the *Vessel Description* panel, enter the vessel name, engine make, horsepower, serial number(s), number of engines, hull make, model, color, length, prop style, hull identification number and if it has been seized. Select the vessel type, vessel activity and, if applicable, the crash type. Vessel type, vessel activity and crash types are created in *CAD Configuration*.
4. In the *Owner* panel, enter the vessel owner's name.
5. In the *Notes* panel, enter notes about the vessel.
6. Vessel tow information is entered in the *Tow* panel. To create a tow record, click **Create Tow**.
7. In the *Abandoned Information* panel, enter vessel abandonment information.
8. If this vessel HIN matches a tow log record, an alert appears on the vessel record. Double-click the alert to view the tow record.
9. Press **[Esc]** to add the vessel to the call.
10. Press **[Esc]** to exit the call and return to the main CAD window.

- ✓ Press **[Alt+E]** to access the Vessel tab.
- ✓ Press **[Page Down]** to move the cursor from one panel of the vessel record to the next.
- ✓ A new incident can be entered for a vessel the QB command on the main CAD window. Enter QB followed by the unit number, vessel state, registration, and location. For example, to enter a vessel stop for unit 100 with a boat from Florida, registration number 10001 at the boat landing type `QB 100, FL, 10001, Bayou Texar ramp` at the command prompt and press **[Enter]**.

- ✓ If a vessel is towed, tow details can be created by clicking **Create Tow** on the vessel record or typing TOW at the Command line. See Recording a Tow for more information.
- ✓ The vessel tow log can also be viewed by entering BT at the Command line.
- ✓ If the workstation is configured for state and NCIC queries, a query can be performed on the vessel registration or hull identification number. To do so, click the **Lightning Bolt** icon to the right of the field. Click the **Document** icon to open the list of state interface transactions and view the response to the query.
- ✓ While viewing a vessel record, vessel alerts can be viewed using shortcut keys. For example, press **[Ctrl+F4]** to view tow records for the current vessel.
- ✓ Enter BE at the Command line to edit the selected vessel.
- ✓ Enter BP at the Command line to view prior calls for the selected record.
- ✓ Press **[Shift+Up arrow]** to scroll up through the list of vessels. Press **[Shift+Down-arrow]** to move down through the list.
- ✓ Press **[Alt+M]** to access the **Summary** tab and review all supplemental information entered for the call, provided the workstation is configured to view the summary tab in *CAD Configuration*.

Entering Property Record Information

1. To enter property information, enter PRA at the Command line and press **[Enter]**.
2. If the property needs to be entered as evidence, click the **Evidence Number** icon to assign an evidence number to the property. Otherwise, press **[Page Down]** to move to the next panel.
3. In the *Property Information* panel, enter the serial number of the property, if applicable. Use the drop-down list to select an article type.

   Enter a brief description of the article and its value, as well as the storage location. Select the check boxes to indicate if the property is recovered, stolen, damaged, seized, or seized for forfeit.
4. In the *Owner* panel, enter the owner's last, first and middle name.
5. In the *Notes* panel, enter more in-depth notes as needed.
6. Press **[Esc]** to add the property to the call.
7. Press **[Esc]** to exit the call and return to the main CAD window.

- ✓ Press **[Alt+P]** to access the **Property** tab.
- ✓ Press **[Page Down]** to move the cursor from one panel to the next.
- ✓ Entering PRE at the Command line will also allow the user to edit the selected property.
- ✓ The evidence number consists of the primary agency's abbreviation for the workstation, the last two digits of the year, the abbreviation EVP, and the 6-digit number. For example, the 100th evidence number for SmartCOP Public Safety (SPS) assigned in the year 2009 would be SPS09EVP000100.
- ✓ If the workstation is configured for state and NCIC queries, a query can be performed on the serial number and article type. To do so, click the **Lightning Bolt** icon to the right of the field. Click the **Document** icon to open the list of State Interface Transactions and view the response to your query.
- ✓ Click **Print** to print the property record.
- ✓ Press **[Shift+Up-arrow]** to scroll up through the list of property items. Press **[Shift+Down-arrow]** to move down through the list.
- ✓ Press **[Alt+M]** to access the **Summary** tab and review all supplemental information entered for the call if your workstation is configured to view the summary tab in **CAD Configuration**.
- ✓ When an incident number is changed, all supplemental information (notes, subjects, 1vehicles, property, etc.) are updated to reflect the new incident number.

Entering Real Estate Information

1. To enter real estate property information, type REA at the Command line and press **[Enter]**.
2. In the *Building Information* panel, enter a description for the building style, property type and zone type.
3. Enter the complete address of the property in the *Location* panel.
4. In the *Owner* panel, enter the owner's last, first, and middle name.
5. Use the *Damage* panel if the property was damaged by fire. Enter the type and damage amount. Select the check boxes to indicate whether the fire was accidental or arson. Then, select the cause of the fire.
6. Enter more in-depth notes in the *Notes* panel.
7. Press **[Esc]** to add the real estate information to the call.

8. Press **[Esc]** to exit the call and return to the main CAD window.

- ✓ Press **[Alt+L]** to access the **Real Estate** tab.
- ✓ Press **[Page Down]** to move the cursor from one panel to the next.
- ✓ Entering REE at the Command line will also allow the user to edit the selected real estate record.
- ✓ Click **Print** to print the real estate record.
- ✓ Press **[Shift+Up-arrow]** to scroll up through the list of real estate records. Press **[Shift+Down-arrow]** to move down through the list.
- ✓ Press **[Alt+M]** to access the **Summary** tab and review all supplemental information entered for the call if the workstation is configured to view the summary tab in *CAD Configuration*.

Viewing Transport Information

Once a transport has been created, changes are allowed from the call detail record. However, the **UET** command must be used to end the transport and correctly set the unit's status.

1. To change transport information without ending the transport, type TRE at the Command line and press **[Enter]**.
2. The *Transport Editor* window opens in Edit Mode.
3. Make the necessary changes to the mileage and/or the destination address.
4. Enter notes concerning the nature of the change.
5. Press **[Enter]** to save the information and return to the CAD window.

- ✓ To delete the current transport, type TRD at the Command line. A verification message appears. Enter **[Y]** to delete the current record.
- ✓ To view the current transport information, type TRV at the Command line; the *Transport Editor* window appears.

Recording a Tow

1. The call record must be open to record a tow for a call. From the main CAD window, use the **[arrow keys]** to scroll to the call.

2. When the call is found, press **[Enter]** to open the call record.
3. For a vehicle tow, press **[Alt+V]** to view the vehicle list. Scroll through the list of vehicles and select the vehicle being towed.

   For a vessel tow, press **[Alt+E]** to view the vessel list. Scroll through the list of vessels and select the vessel being towed.
4. Enter `TOW` at the Command line and press **[Enter]**.
5. If the owner of the vehicle or vessel requests a specific towing company, click **Select Requested Wrecker**.If the owner does not request a specific towing company, click **Select Rotation Wrecker**.
6. The Tow/Wrecker Companies window appears. All towing companies are listed, including the service area, type, total number of wreckers, and number of remaining wreckers for each company. Additional details are displayed for the selected company, such as the phone number, contact name, and address.

   If this is a tow by request, press **[F5]** to search for the requested company. When the tow company is found, double-click it or select it and press **[Enter]**.

   If this is a rotation tow, the next company in the rotation cycle is selected. To view a specific type of wrecker, select the type/class of service from the drop-down list. The next wrecker of that type in the rotation is selected.
7. Select the **Vehicle Storage Location** from the *Rotation Wrecker/Tow Company* selection screen if it is different from the default location.
8. Press **[Enter]** to complete the rotation assignment.
9. A tow log record opens. The incident number, offense number, date, time, user name, unit call number, agency, tow or wrecker company, tow location, vessel or vehicle vehicle tag and state, vessel name (if applicable) and HIN or VIN pull from the call record and the tow company record. This information cannot be modified.
10. "REQUESTED TOW" is added to the notes field for tows by request; "ROTATION TOW" is added for tows by rotation along with the tow company, storage location, area of service and class of tow. Add more notes to the tow record if needed.
11. Press **[Tab]** and then **[Esc]** to close the Tow record and return to the call.
12. **VT** appears indicating there is a tow log for this vehicle. Enter `VT` at the Command line to review the tow log.
13. If needed, add notes to this call as you would any other call.
14. Press **[F9]** to close the call or press **[Esc]** to exit the call and return to the main CAD window.

General

- ✓ A tow record can also be created by double-clicking the vehicle or vessel being towed and, then, clicking **Create Tow**.
- ✓ A tow record can also be created by clicking the **Wrecker** icon in the lower left-hand corner.
- ✓ If a tow or wrecker is not needed, click **Cancel** after entering the `TOW` command.
- ✓ If a repossession tow is being recorded, enter `TOW` at the Command line on the main CAD window. When the tow log opens, press **[Insert]** to create a tow log record.
- ✓ The wrecker type used (Rotation, Request, or Other), the name of the tow company, and the vehicle/vessel towed are automatically added to the call notes.
- ✓ If a wrecker assigned to a call is not used, the tow request can be cancelled. To do so, double-click the vehicle record and click **Cancel Tow**. Enter the **Reason** for the cancellation and press **[Enter]**. Cancellation details (date, time, user, rotation order, and reason) are added to the vehicle record.
- ✓ Pressing **[Page Down]** moves the cursor from one section of the tow record to the next.
- ✓ The phone number fields may be modified.

Rotation Wrecker

- ✓ If a call requires tows for multiple vehicles, the same rotation wrecker company will be used for each tow until their resources are exhausted. For example, Company A has 3 wreckers and a call requires 4 vehicles to be towed using rotation wreckers. The first three tows will be served by Company A; the fourth will be served by Company B.
- ✓ When recording multiple rotation tows on an incident, you can override the requirement to use a wrecker company until its resources are exhausted by clicking **Cancel Current Towing Company** on the Rotation Wrecker/Company Selection window. Enter a reason for the cancellation. The next company in the rotation schedule for the selected area and class will be assigned to the incident.
- ✓ If a rotation wrecker company is working a call, their remaining resources will not be used on another call until the company appears at the top of the rotation list again. For example, Company A has 3 wreckers and is servicing incident SPS09CAD00001. When a user assigns a rotation wrecker to a vehicle for incident SPS09CAD00002, Company B is used.
- ✓ If a rotation wrecker assigned to a call is not used, the company can be placed back into the rotation. To do so, double-click the vehicle record and click **Cancel Tow**. The user will be prompted to place the cancelled wrecker back in the rotation to either the company's

original position in the rotation schedule prior to the tow assignment or the top of the rotation schedule list, making this company the next available wrecker in the rotation. Enter the reason for the cancellation and press **[Enter]**. Cancellation details (date, time, user, rotation order, and reason) are added to the vehicle record.

Adding Wreckers to the Tow Log

1. Type `TOW` at the Command line and press **[Enter]**.
2. To use a wrecker not entered in the system, click **Other Wrecker**.
3. A tow log record opens. The incident number, offense number, date, time, user name, unit call number, agency, tow location, and vehicle tag/state pull from the call record.
4. Enter the reason for the tow and the tow company name.
5. "OTHER WRECKER USED" is added to the notes field. Add more notes, if needed.
6. Press **[Tab]** and then **[Esc]** to close the tow record and return to the call.
7. Press **[Esc]** to exit the call and return to the main CAD window.

Assigning Offense Numbers to Calls

Note: Certain complaint types may be configured to automatically generate a report number when an incident is created. An incident may contain both automatically generated and manual report numbers. A note on the call indicates that an offense number was automatically generated.

1. The call record must be open to assign an offense number. From the main CAD window, use the **[arrow keys]** to scroll to the call.
2. When the call is found, double-click or press **[Enter]** to open the record.
3. Press **[F8]** to assign an offense number.
4. A list of existing report numbers for the call and the units associated with the call appear.
5. The call number, agency, and personnel number are displayed for the units on call. Use the **[arrow keys]** to scroll to the correct unit and press **[Enter]** to select a unit.
6. The units on call may be sorted by call number, agency, or personnel ID. Press **[F4]** to sort the list.
7. A confirmation window displays the agency, unit call number, incident number, and complaint type. Press **[Enter]** if this information is correct. Incident details including the assigned offense number are displayed on the report numbers portion of the window. Press **[Esc]** to close the window and return to the call.

If this information is not correct, press **[Alt+C]** to cancel the number assignment.

8. The offense number is displayed as the report number on the call. Press **[Esc]** to exit the call.

- ✓ Follow the above instructions to assign an offense number to a call that is closed.
- ✓ `OCA`, `REP`, or `OFF` can be entered at the command prompt to assign an offense number.
- ✓ You can also click the **Show Report Numbers** icon in the bottom right-hand corner of the call record to view and assign offense numbers.
- ✓ When an offense number is automatically generated for a call, the agency configured for auto-generation is used. If an agency is not configured, there will be no prompt to select an agency when the call is entered.
- ✓ The offense number is made up of the primary agency's abbreviation, the last two digits of the year, the abbreviation OFF, and the 6-digit report number. For example, the 200th offense number for SmartCOP Public Safety (SPS) assigned in the year 2008 would be SPS08OFF000200.
- ✓ If the agency has selected to include the first offense number assigned to the call in the Additional Info field and the field is blank, the offense number is added in the Additional Info field. Use *CAD Configuration* to set this option.

Using Multiple Call Views

SmartCAD allows an agency to view multiple call records. If multiple call view functionality is enabled in **CAD Configuration**, select **Incident Windows** to view multiple call records in CAD. The maximum number of call record windows that may be open at one time is defined in **CAD Configuration**.

Opening Multiple Calls

1. From the main CAD window, use the **[arrow keys]** to select the call record you wish to view.
2. Press **[Enter]** to open the call.
3. Click the **Minimize** button to minimize the call record window or drag the window to a different location. The call now appears on the **Incident Windows** list.
4. Repeat steps 1 through 3 as needed.

Viewing Multiple Calls

When multiple incident windows are open, an incident may be selected for editing from either the **Incident Windows** menu or the active form list.

Incident Windows Menu

1. Select the **Incident Windows** menu from the main CAD window to see the list of call view windows that are open.
2. Select the call record to open and press **[Enter]**.
3. Make any necessary changes.
4. To keep the call record window open, click the **Minimize** button.
5. Press **[Esc]** to close the call record window.

Active Form List

1. The active form list is available from the main CAD window or from call record windows.
2. Enter `FORMS` at the command prompt to see the list of call view windows that are open.
3. Select the window to be open and press **[Enter]**.
4. Make any necessary changes.
5. To keep the call record window open, click the **Minimize** button.

- ✓ **Incident Windows** is not available if the maximum number of call views allowed is zero (0) in **CAD Configuration**.
- ✓ If you try to open an incident record and have reached the maximum number of open incident windows allowed, the active form list appears and prompts you to close an incident window.
- ✓ If **Keep all Call Views in the Same Window** is selected in **CAD Configuration**, the information is refreshed as the user chooses which incident to display.
- ✓ If **Keep all Call Views in the Same Window** is not marked in **CAD Configuration**, a new window is opened for each call record the user chooses to view, up to the maximum number allowed. A warning appears if the user tries to open more than the number allowed.
- ✓ The active form list can also be viewed by pressing **[Ctrl+[Spacebar]** or click the **Form Navigation** icon.

Suspending a Call

Calls can be suspended to allow a unit to work on two active calls at once. There are two ways to suspend calls and assign a unit to a new call. When the unit has completed the new call, the suspended call must be reopened so it can be completed.

Reassign a Unit

1. On the main CAD window use the mouse or the **[Up-arrow]** and **[Down-arrow]** to scroll to the call. Press **[F3]** to put the unit en route to this call.
2. When a unit is placed en route on a call and the unit is already on another call, the dispatcher is notified the unit as such.
3. If applicable, click **Suspend Call** to suspend the call to which the unit is currently assigned to and place the unit en route on the new call.

   The suspended call is displayed in a different color on the main CAD window to indicate it is suspended and the call timer resets to monitor how long the call is suspended.

Suspend a Call

1. On the main CAD window, use the mouse or the **[Up-arrow]** and **[Down-arrow]** to select the call to which the unit is currently assigned.
2. Type SC at the Command line and press **[Enter]**.

   The suspended call is displayed in a different color to indicate it is suspended and the call timer resets to monitor how long the call is suspended.
3. If the new call for the unit already exists, select it and press **[F3]**. Enter the unit's call number to put them en route.

   If the new call does not yet exist, create the call and place the unit en route.

Reactivate a Suspended Call

Ensure the unit is not on another call before reopening the suspended call.

1. On the main CAD window, use the mouse or the **[Up-arrow]** and **[Down-arrow]** to select to the suspended call.
2. Type UC at the command prompt and press **[Enter]**.
3. The call is restored with the assigned unit.

- ✓ Calls can also be suspended by right-clicking a call and selecting **Suspend Call**.
- ✓ Suspended calls can be resumed by right-clicking a suspended call and select **UnSuspend Call** to reopen it.
- ✓ A note is added to the call record every time a call is suspended or unsuspended.

Completing a Call

Entering Disposition Codes

1. A call can be closed from the main CAD window or while viewing the call record. From the main CAD window, use the **[arrow keys]** to scroll to the call.
2. Select the call to be closed and press **[F9]**.
3. When presented with the call closure confirmation message, press **[Enter]**.

   If a unit on this call is queued on another call, the dispatcher will be prompted to place the unit on the active call. Select the call and indicate whether the unit is dispatched, en route, or on scene for the call. For example, if the unit is en route for the call, press **[F3]**.
4. The *Code and Archive Call* window opens. Use this window to add disposition codes to this call.

   If the user would like to close this call but not archive it, press **[Esc]** to exit the window without entering disposition codes. The call is closed, but not archived, and is still listed on the main CAD window. Disposition codes are required prior to archiving a call.
5. To archive and code this call, type the first disposition code.

   To search for a disposition code, press **[Enter]**. The *Select Disposition Code* window is displayed. Press the **[Spacebar]** to search for a code or press **[F4]** to sort the list by *Description* and perform the search based on that column.

   When the correct code is found, double-click it or press **[Enter]** to select and add to the call.
6. Repeat until all six disposition codes have been entered. If the agency does not require all six codes, press **[Enter]** to bypass a disposition field.
7. Press **[Enter]** to archive the call. A message advises that the call is no longer active. Press **[Enter]** to acknowledge the message.

   If the agency does not record demographic data for calls for service or collision data, the call is closed and archived.

- ✓ Follow the above instructions to assign codes to a call that is closed.
- ✓ You can also enter `T98`, `CC`, or `MIR` at the command prompt to complete a call.
- ✓ If your agency is recording UCR codes for each incident, the UCR code associated with the selected disposition code is displayed.
- ✓ If your agency has assigned default disposition codes in **CAD Configuration**, the default disposition codes will be entered automatically.
- ✓ Disposition codes remain on all calls even when a call is reactivated.

Entering Demographic Data

1. If capturing demographic data is required for the current call type, the Demographic Data Collection window appears after disposition codes have been entered. Click **Edit**.
2. Enter the appropriate code for the subject race and sex. Press **[Enter]**. The corresponding description appears next to the field.
3. Enter the subject age and number of other subjects.
4. Type the appropriate codes for the primary reason for the contact, enforcement action, rationale for search, and contraband seized. The corresponding description appears next to each field.
5. Press **[Enter]** when finished.

   If the agency does not record collision data, the call is closed and archived.

- ✓ Click the **Pie Chart** icon in the lower left-hand corner of the call record to enter demographic data before the call is closed.

Entering Collision Data

1. If capturing collision data is required for the current call type, the Collision Data Collection window opens after disposition codes and demographic data have been entered.
2. Call information is pulled from the call record, including the date, time, incident number, and primary unit. This information can only be edited from the call record.
3. Use the drop-down list to select the nature of the collision.

4. The collision location and disposition codes are pulled from the call record. Change this information as needed.
5. Enter the number of cars, trucks, motorcycles, 4-wheels, etc. in the unit counts section.
6. Use the **[arrow keys]** or the mouse to move to the correct collision attribute(s), such as a medical airlift. If using the **[arrow keys]**, when the cursor is on the correct attribute, press the **[Spacebar]** to select the attribute.
7. Vehicles and subjects entered on the call are listed on the collision data collection record. The list of vehicles and subjects can only be edited from the call record.
8. Enter any remarks regarding this collision.
9. Press **[Esc]** to save the collision data and archive the call.

- ✓ Click the **Vehicle** icon in the lower left-hand corner of the call record to enter collision data before the call is closed.
- ✓ Vehicles cannot be entered using the Collision Data Collection record. Ensure that all vehicles involved are entered in the incident record prior to closing the call.
- ✓ Subjects cannot be entered using the Collision Data Collection record. Ensure that all subjects involved are entered in the incident record prior to closing the call.

Creating a Call from the 911 Feed

Calls received from the E911 feed appear in the 911 panel at the bottom of the SmartCAD Call/Unit Status Screen allowing incidents to be created. The call taker must be logged into SmartCAD with the workstation ID that matches the 911 device ID in order to view 911 calls. The 911 panel does not appear until the call taker answers the 911 call. If there are no 911 calls, the panel does not appear.

1. When a 911 call comes in and the call taker answers the phone, the call immediately appears in the 911 panel of the SmartCAD main window.

   Enter `911` at the command prompt and press **[Enter]** to create an incident.

   If the caller is using a Phase II compliant wireless phone, the latitude and longitude coordinates are displayed and used to determine the address of the caller.

2. The *Incident* screen appears with the 911 information (name, address, phone number, and Lat/Long coordinates). The address is automatically validated and the geo areas are completed based on the address information.

3. Change the dispatch location as needed. For example, if the caller is on a cell phone or using a neighbor's phone, enter the location to which a unit should be dispatched.

4. If the location of the occurrence is the same as the dispatch location, click **To Occurrence**. The dispatch location details are copied to the occurrence location.

   If the location of the occurrence is different from the location to which the unit is being dispatched, enter the correct address information.

5. Enter the complaint or nature of the call.If the user needs to search for a complaint type, press **[Enter]**. Then, press the **[Spacebar]** to search for a complaint type. When it has been found, press **[Enter]** to add it to the call.

6. The call priority is automatically assigned based on the complaint type.

7. If the complaint type is an alarmable call, enter the alarm level for notification purposes. The notification alert appears below the Alarm Level field. Click **Noti** to view the persons on the notification list for the alarm level entered.

8. The information appearing in the **Additional Info** field depends on agency preferences in *CAD Configuration*. It can contain an offense number if the complaint type is configured to automatically generate an offense number. It can also contain the vehicle state and tag information. However, if both options are configured, the offense number takes precedence over the vehicle state and tag information and the offense number is displayed.

9. Press **[Enter]** to select the complaint status type. Press the **[Spacebar]** to search for a complaint type. When found, press **[Enter]** to add it to the call.If the agency has assigned a specific list of complaint status types to complaint types in *CAD Configuration*, only those defined statuses appear in the **Complaint Status** drop-down list allowing you to quickly select the appropriate one instead of scrolling through the entire list.

10. If applicable, enter the weapon involved in the incident. Specific details should be used here. This information is vital to officer and public safety. If there is not a weapon involved, leave this field blank. Press **[Enter]**.

11. Press **[Page Down]** to ship the call.At this point, the call appears on MCTs in the field and on CAD workstations. In addition, any alerts to medical instructions, operating procedures, duplicate calls, caution notes, or prior calls will appear on the call record.

12. If the user has Call Taker access to SmartCAD in *Employee Master*, the agency must be selected for this incident. The list of agencies monitored by the workstation appears. If needed, press **[Alt+V]** to view all agencies on the system. Use the **[arrow keys]** to move to the correct agency and press **[Enter]** to select it.

13. Enter the complainant's name and phone number. When a complainant is added to the call, a subject record is automatically added for that complainant. If the call is created from the 911 interface, the caller information is added as the complainant.

14. Enter the origin of the call. Use the **[Spacebar]** to indicate if the complaint was a 911 call and if the complainant would like to be contacted. Press **[Page Down]** to save complainant information.
15. If the complainant's phone number matches a prior caller's phone number the PC button displays in green next to the complainant's information. Clicking on the PC button brings up a list of prior calls from Call History.
16. Enter supplemental information, including subjects, vehicles, vessels, property, and real estate records as needed.
17. To add notes to the call, enter `N` on the Command line followed by the note text and press **[Enter]**. When **[Enter]** is pressed, the notes become visible to other CAD users.
18. Press **[Esc]** twice to complete the call entry and place the call in the holding call queue.

- ✓ Click **Create Call** to create an incident from a 911 call.
- ✓ To link a 911 call to an existing incident, click **Assign**. When a 911 call is assigned to an existing incident, the option to update the incident location is provided with the current caller's information. If **[Yes]** is selected, the address is updated from the 911 feed and the GEO validation is run against the address.
- ✓ Clicking **Ignore** for a call appearing on the 911 panel permanently deletes the call data. The data is not moved to call history, it is permanently removed.
- ✓ To see all 911 information linked to a call/incident, click **History** on the 911 panel.
- ✓ Click **View All Pending** to view outstanding calls that have not been handled or to view 911 information that has not been linked to a call.
- ✓ "911" appears at the top of the call to indicate this is a 911 call.
- ✓ If the **Enable multi-agency function for 911 calls** option is enabled in *CAD Configuration*, the user will have the choice to select the agency used to generate the incident number when shipping an incident created from a 911 call. If the **Enable multi-agency function for T, B, QT and QB calls** option is enabled in *CAD Configuration*, then the user will have the choice to select the agency used to generate the incident number when shipping a T, B, QT or QB incident. When no choice is made, the default agency is used.

Using Multi-Agency Dispatch with 911 and Quick Calls

If the **Enable multi-agency function for 911 calls** option is checked in *CAD Configuration*, the user will have the option to select the agency used to generate the incident number when shipping an incident created from a 911 call. If the **Enable multi-agency function for T, B, QT and QB**

calls option is checked in CAD Configuration, then the user will have the option to select the agency used to generate the incident number when shipping a T, B, QT or QB incidents.

1. When a 911 call comes in and the call taker answers the phone, the call immediately appears in the 911 panel of the SmartCAD main window.

   Enter `911` at the Command line and press **[Enter]** to create an incident.

   If the caller is using a Phase II compliant wireless phone, the latitude and longitude coordinates are displayed and used to determine the address of the caller.

2. The *Incident* screen appears with the 911 information (name, address, phone number, and Lat/Long coordinates). The address is automatically validated and the geo areas are completed based on the address information.

3. Change the dispatch location as needed. For example, if the caller is on a cell phone or using a neighbor's phone, enter the location to which a unit should be dispatched.

4. If the location of the occurrence is the same as the dispatch location, click **To Occurrence**. The dispatch location details are copied to the occurrence location.

   If the location of the occurrence is different from the location to which the unit is being dispatched, enter the correct address information.

5. Enter the complaint or nature of the call.

   To search for a complaint type, press **[Enter]**, then, press the **[Spacebar]** to search for a complaint type by complaint number. When it is found, double-click it or press **[Enter]** to add it to the call.

6. The call priority is automatically assigned based on the complaint type.

7. If the complaint type is an alarmable call, enter the alarm level for notification purposes. The notification alert appears below the Alarm Level field. Click **Noti** to view the persons on the notification list for the alarm level entered.

8. The information appearing in the **Additional Info** field depends on agency preferences in *CAD Configuration*. It can contain an offense number if the complaint type is configured to automatically generate an offense number. It can also contain the vehicle state and tag information. However, if both options are configured, the offense number takes precedence over the vehicle state and tag information and the offense number is displayed.

9. Press **[Enter]** to select the complaint status type. Press the **[Spacebar]** to search for a complaint type. Once it is found, press **[Enter]** to add it to the call.

   If the agency has assigned a specific list of complaint status types to complaint types in *CAD Configuration*, only those defined statuses appear in the Complaint Status drop-down list, allowing the user to quickly select the appropriate one instead of scrolling through the entire list.

10. If applicable, enter the weapon involved in the incident. Specific details should be used here. This information is vital to officer and public safety. If there is not a weapon involved, leave this field blank. Press **[Enter]**.

11. Press **[Page Down]** to ship the call. At this point, the call appears on MCTs in the field and on CAD workstations. Additionally, any alerts to medical instructions, operating procedures, duplicate calls, caution notes, or prior calls will appear on the call record.

12. If the user has Call Taker access to SmartCAD in *Employee Master*, the agency must be selected for the incident. The list of agencies monitored by the workstation appears. If needed, press **[Alt+V]** to view all agencies on the system. Use the **[arrow keys]** to move to the correct agency and double-click or press **[Enter]** to select it.

13. The Incident number is generated using the selected agency. If the user does not select an agency, the default agency is used.

14. Enter the complainant's name and phone number. When a complainant is added to the call, a subject record is automatically added for that complainant. If the call is created from the 911 interface, the caller information, if available, is added as the complainant.

15. Enter the origin of the call. Use the **[Spacebar]** to indicate if the complaint was a 911 call and if the complainant would like to be contacted. Press **[Page Down]** to save complainant information.

16. Enter supplemental information, including subjects, vehicles, vessels, property, and real estate records as needed.

17. To add notes to the call, type `N` on the Command line followed by the note text and press **[Enter]**. Once **[Enter]** is pressed, the notes are visible to other CAD users.

18. Press **[Esc]** twice to complete the call entry and place the call in the holding call queue.

Using Call Scheduler

Creating Scheduled Calls

Use the *Call Scheduler* to schedule calls in advance (i.e. EMS patient transports, funeral escorts, special details, etc). A user can create a scheduled call at any time using the **Lookup** menu or a command line entry. There are three methods to schedule calls: create from an existing scheduled call, create from an existing CAD call (active or closed), or create from scratch. The instructions below detail creating a scheduled call from scratch with a command line entry.

1. Enter `SSC` at the Command line and press **[Enter]**.

2. The *Scheduled Calls* window appears listing all calls for service that have already been scheduled.

If the **Hide created calls** is checked, only those calls scheduled but not yet created are listed. If it is not checked, all scheduled calls for service are listed.

3. Click **Add** or press **[Alt+A]** or **[Insert]** to add a future call for service. The *Call Scheduler Detail* window appears.

4. Enter the date and time for the call to be created in CAD. At the designated date and time, a call will automatically be created in CAD. All information entered here will transfer to the CAD call.

5. Enter the date/time of the appointment. This date/time is entered on the call record as a note.

   The Received Date/Time, Entered By, Entered Date/Time, and Agency fields automatically populate with the current date and time, personnel number, and agency.

6. Select how the call request was received in the **Initiated By** field (i.e. phone call, e-mail, fax).

7. Enter the name and phone number of the person making the request. The person's name and phone number will transfer to CAD in the Complainant fields and a subject record will be automatically created for the call record.

8. Select the complaint type or nature of the call. The priority assigned is based on the complaint type; but the user can manually assign a priority to the call.

9. Enter address information (pickup and destination). Press **[Enter]** after entering the place name or street address for validation. If an exact address is not entered, SmartCAD will prompt the user to find a match.

   The pickup address becomes the Dispatch Location and the destination address becomes the Occurrence Location when the call is created in CAD.

10. Click **Add** in the *Persons* panel or press **[Alt+1 (one)]** to add persons to the scheduled call. The *Scheduled Call Person* window appears.

11. Select the person type for the scheduled call.

12. Enter the person's name, a title and a brief description. Subject records are automatically created in CAD for persons entered here when the scheduled call is created in CAD. If a description is entered, it appears in the Activity Detail panel of the Call Subject Record.

13. Press **[Esc]** after entering the person's information to return to the *Call Scheduler Detail* window.

14. Additional persons may be added, as necessary, by repeating steps 10 through 12.

15. Click **Add** in the *Notes* panel or press **[Alt+4 (four)]** to add notes related to the scheduled call. The *CAD Scheduled Call Note* window appears.
16. The date added, time added, and added by automatically populate with the current date and time and the username of the user adding the note. Enter the Call Number of the user making the entry. The user's name appears below the call number.
17. Enter the note.
18. Press **[Esc]** when the note is complete to return to the *Call Scheduler Detail* window.
19. Click **Close** after the call is scheduled to return to the *Scheduled Calls* list window.
20. Press **[Esc]** to close the *Scheduled Calls* list window.

- ✓ A dispatch address is required to be entered and validated to prevent the call from being created with no address or a non-validated address.
- ✓ Press **PageDown** to advance to the next panel.
- ✓ Click **Add Recurring** to create additional calls that occur on a regular basis for the person(s).
- ✓ Click **Print** to print a Scheduled Call List that includes Creation Date/Time, Appointment Date/Time, Received Date/Time, Name, Phone, Extension, person that entered the call, and Agency.

Creating Recurring Calls

1. Follow Steps 1 through 13 above to create a scheduled call.
2. Click **Add Recurring** to create additional calls that occur on a regularly for the person(s) previously entered.

   For example, if a person is a nursing home patient requiring medical treatment on regularly, recurring calls can be scheduled for that person.
3. Select the date range and time for the recurring call. Choose the time for the call to be created, then select the date the calls will end. The start date defaults to the current date and cannot be changed.
4. Choose the frequency of the recurring call (i.e. Daily, Weekly, or Custom).

   If **Custom** is selected, an interval must be chosen. The number of calls that will be generated from the frequency selected is displayed at the bottom of the window.

For example, if a person requires transportation every 4 days within a 30 day period for medical treatment, a total of 8 calls will be generated.

5. Press **[Enter]** to continue to the *Calls Manager* window which lists each call that will be generated in CAD including the day of the week and appointment date and time.
6. Press **[Enter]** to continue to the *Summary* window. If all the information appearing in the summary is correct, press **[Enter]** to generate the recurring calls.
7. Click **Close** to return to the Scheduled Calls list window. Press **[Esc]** to close and return to the main CAD window.

Dispatching for Another Agency

Your workstation works with incidents and units for a specific agency by default (as determined in **CAD Configuration**). If you are asked to take calls or dispatch for another agency, follow these instructions.

1. To create a call for another agency, type `IA` at the command prompt and press **[Enter]**.
2. A list of agencies monitored by your workstation appears. If needed, press **[Alt+V]** to view all agencies on the system. Use the **[arrow keys]** to move to the correct agency and press **[Enter]**.
3. Enter the address of the dispatch location. Type the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A list of matching locations appears. Use the **[arrow keys]** to make a selection and press **[Enter]**.

   Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or **`I-`**, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

   To enter an intersection, enter the first three letters of the first street, enter a slash, and enter the first three letters of the second street, then press **[Enter]**. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.
4. The first line of the address field is populated with the street, highway, or interstate information. The second line includes a place or landmark, if applicable.

   Enter the apartment or lot number, if needed, and complete the zip code.
5. Geographic areas (wrecker, primary geo, secondary geo, etc.) are displayed next to the address information. Double-click this section to edit or enter geographic area assignments.
6. If the location of the occurrence is the same as the dispatch location, click **To Occurrence**. The dispatch location details are copied to the occurrence location.

If the location of the occurrence is different than the location to which the unit is being dispatched, enter the address information following step 3.

7. Enter the complaint type and press **[Enter]**.To search for a complaint type, press **[Enter]**. Press the **[Spacebar]** to search for a complaint type. Once it has been found, press **[Enter]** to add it to the call.

   The call priority is automatically assigned based on the complaint type.

8. If applicable, enter the weapon involved in the incident. Specific details should be used here. This information is vital to officer and public safety. If there is not a weapon involved, leave this field blank. Press **[Enter]**.

   At this point, the call appears on the MCTs in the field and on other CAD workstations.

9. Enter the complainant's name and phone number. The contact and 911 fields default to No. Use the **[Spacebar]** to indicate the complainant would like to be contacted.

10. To enter suspect information, enter SA at the Command line and press **[Enter]**. When the suspect information is complete, press **[Esc]** to add the suspect to the call.

11. To enter vehicle information, enter VA at the Command line and press **[Enter]**. When the vehicle information is complete, press **[Esc]** to add the vehicle to the call.

12. If needed, enter any pertinent notes.

13. Press **[Esc]** to complete the call and place it in the holding call queue.

Location Tips

- ✓ The agency selection window can be bypassed during call creation by entering IA and the agency acronym at the command prompt. For example, to create a call for agency SPS, type `IA SPS` and press **[Enter]**.
- ✓ If an incorrect agency abbreviation is entered, SmartCAD will display the agency selection window.
- ✓ The incident number assigned to a call reflects the selected agency's acronym.
- ✓ If the agency uses multiple call view and the user would like to keep a call record open, click the **Minimize** button.

Location Tips

- ✓ Enter VAD at the Command line to validate the dispatch location against the geographic file.

- ✓ Enter VA0 at the Command line to validate the occurrence location against the geographic file.
- ✓ An icon appearing beside dispatch location and/or occurrence location indicates the address has been validated.

Special Interfaces

Using APCO Meds Commands

The APCO Meds Interface integration is only available from the CAD Call View form. The APCO Meds application must be running on the local CAD workstation before SmartCAD is started to ensure that the APCO Meds interface loads and initializes all communications correctly.

The following commands have been added to the CAD Call View command line for the APCO Meds interface.

Command	Function	Usage
AMA	Add APCO Meds Case	Use this command to begin an APCO meds case. The current location, complainant name and complainant phone is added to the new APCO Meds case from the CAD call.
AMN	Send Complainant Name to APCO Meds	This command moves the current complainant name from CAD to the APCO Meds case.
AMP	Send Complainant Phone to APCO Meds	This command moves the current complainant phone from CAD to the APCO Meds case.
AML	Send Call Location to APCO Meds	This command moves the current location from CAD to the APCO Meds case.
AMR	Generate an APCO Meds Report	Use this command to generate a new APCO Meds Report. A note is automatically generated for the call including being hotlinked to a viewer that will allow the user to view the rich text representation of the current APCO Meds case.
AMC	Close the current APCO Meds Case	Use this command to close the current APCO Meds Case. When a case is closed, a timestamp is generated for all necessary times and archived in the APCO Meds interface as well as in CAD. A report of the case is generated and attached to a CAD note that is automatically added to the call. The report can be viewed by double-clicking the note.

- ✓ If a complaint type has been configured to have APCO-Meds enabled and the workstation settings have APCO Meds enabled, then the functionality is triggered by clicking the APCO button at the top of the call taker screen.

- ✓ During the APCO Meds session and depending on the user's specific answers and other attributes (complainant name, phone number, address, etc.), the APCO Meds application notifies SmartCAD in real-time, each change triggering a network lever refresh. All users will see the changes in real-time, without having to wait for APCO Meds case to be closed.
- ✓ APCO Meds functionality is modal in nature. When invoked, CAD will freeze until the user confirms and ends the APCO Meds case.

Using ProQA

The ProQA interface, if used, loads automatically when the user logs on to SmartCAD. Once a CAD call is shipped, an **EMD** button appears if the complaint type assigned to the call is configured for ProQA.

1. Click the **EMD** button. The focus is set on ProQA enabling the call taker to begin the process.
2. If the complaint type is configured for more than one ProQA program, you must select the EMD interface you wish to use. Click **OK** to continue. If the complaint type is only configured for one interface, this step is unnecessary.
3. The ProQA program opens for the calltaker to create a new case. Once the user has closed the case in ProQA, the complaint type is changed to a ProQA complaint type and notes are added to the CAD call record.

   Users can click the EMD button in CAD and review the case at any time.

   Users can also double-click the note that is added from ProQA to view a report of the phone call.

Using Quick Incident Entry

Using Quick Incident Entry

Dispatchers can quickly create an incident and indicate a unit is dispatched, en route, or on scene.

Note: The order in which incident details (location and vehicle tag) are entered is determined by the agency and configured in *CAD Configuration*. The steps below may not reflect the order of the local configuration. Follow the order on the *Quick Incident* window. Press **[Page Up]** or **[Page Down]** to move from section to section.

1. To quickly create an incident, enter one of the following commands and the unit number at the Command line and press **[Enter]**. If the unit is not on duty, the user will be prompted to place the unit on duty.

    - `ID` - Dispatch Unit
    - `IE` - Unit Enroute
    - `IO` - Unit Onscene

    For example, to create a call with unit 100 onscene, type `IO 100` and press **[Enter]**.

2. Type the complaint type and press **[Enter]**. The call priority and complaint status are automatically assigned based on the complaint type.

    To search for a complaint type, press **[Enter]**. Press the **[Spacebar]** to search for a complaint type. Once it is found, double-click it, or highlight it and press **[Enter]** to add it to the call.

3. Enter the address of the dispatch location. Enter the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A multiple matches are found, a list of matching locations appears. Use the mouse or the **[arrow keys]** to find and select the correct street record. Double-click the street record or **[Enter]** to apply it to the CAD incident.

    Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

    To enter an intersection, enter the first three letters of the first street, a slash, and the first three letters of the second street, then press **[Enter]** to validate the location. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.

4. The first line of the address field is populated with the street, highway, or interstate information. The second line includes place or landmark, if applicable.

   Enter the apartment or lot number if needed and complete the zip code.

5. Geographic areas (wrecker, primary geo, secondary geo, etc.) are displayed next to the address information. Double-click this section to edit or enter geographic area assignments.

6. If the location of the occurrence is the same as the dispatch location, click **To Occurrence**. The dispatch location details are copied to the occurrence location.

   If the location of the occurrence is different than the location to which the unit is being dispatched, enter the address information following Step 3.

7. When the location information is complete, press **[Page Down]** to move to the next data entry section.

8. The vehicle state defaults to the agency's state. Change this information as needed. Enter the vehicle tag number and year. Press **[Page Down]** to move to the next data entry section.

9. Enter the vehicle make, model, color, year, and description.

10. To enter another vehicle for this incident, press **[F8]**. Otherwise, press **[Page Down]** to move to the next data entry section.

11. Press **[Ctrl+Page Down]** to close the *Quick Incident* window. The call record that was just created opens.

12. If needed, add notes to this call as with any other call.

13. When finished, press **[F9]** to close the call or press **[Esc]** to exit the call and return to the main CAD window.

- ✓ The currently selected section of the *Quick Incident* window appears with a blue title. Pressing **[Page Up]** or **[Page Down]** moves the cursor from one section to another.
- ✓ Press **[Alt]** and the highlighted letter in the section title to move to that section. For example, press **[Alt+M]** to move to Address Information.
- ✓ If there are multiple vehicles entered on the Quick Incident window, the vehicles are listed in the lower portion of the window.
- ✓ To edit vehicle information, select the vehicle record and modify it as needed.
- ✓ To remove a vehicle from the call, select the vehicle record and press **[Alt+Delete]**.

Recording a Traffic Stop

Note: The order in which traffic stop details (location and vehicle tag) are entered is determined by the agency and configured in *CAD Configuration*. The steps below may not reflect the order of the local configuration. Follow the order on the *Traffic Stop* window. Press **[Page Up]** or **[Page Down]** to move from section to section.

1. To create a traffic stop, enter `T` at the Command line and press **[Enter]**. The *Traffic Stop* window appears.
2. The configured traffic stop complaint type and complaint status are entered by default according to the agency's designation in *CAD Configuration*. If the complaint type needs to be changed, enter the correct complaint.
3. Enter the unit call number for the officer making the stop and press **[Enter]**. If the unit is not on duty, SmartCAD prompts to place the unit on duty.
4. Enter the address of the dispatch location. Enter the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A multiple matches are found, a list of matching locations appears. Use the mouse or the **[arrow keys]** to find and select the correct street record. Double-click the street record or **[Enter]** to apply it to the CAD incident.

   Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

   To enter an intersection, enter the first three letters of the first street, a slash, and the first three letters of the second street, then press **[Enter]** to validate the location. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.
5. The first line of the address field is populated with the street, highway, or interstate information. The second line includes place or landmark, if applicable.

   Enter the apartment or lot number if needed and complete the zip code.
6. Geographic areas (wrecker, primary geo, secondary geo, etc.) are displayed next to the address information. Double-click this section to edit or enter geographic area assignments.
7. When the location information is complete, press **[Page Down]** to move to the next data entry section.
8. The vehicle state defaults to the agency's state. Change this information as needed. Enter the vehicle tag number and year. Press **[Page Down]** to move to the next data entry section.
9. Enter the vehicle make, model, color, year, and description.

10. Press **[Ctrl+Page Down]** to close the *Traffic Stop* window. The call record that was just created opens.
11. If needed, add notes to this call as with any other call.
12. When finished, press **[F9]** to close the call or press **[Esc]** to exit the call and return to the main CAD window.

Traffic Stop

- ✓ A Traffic Stop can be created and the unit assigned at once by enter `T` and the unit number at the Command line. For example, to enter a Traffic Stop for unit 100, type `T 100`.
- ✓ A traffic stop can also be created by using the `QT` command. For example, to enter a traffic stop for unit 100 with tag FL 123ABC on Highway 29, type `QT 100, FL, 123ABC, Highway 29` at the Command line and press **[Enter]**.
- ✓ When using the `QT` command, additional information relating to the traffic stop may be entered after the call number, state, tag, and location has been entered. If information is entered incorrectly on the command line, the user will be allowed to correct the formatting of the information without it being erased. This information is saved in the Additional Info field of the call.
- ✓ Press **[Alt]** and the highlighted letter in the section title to move to that section. For example, press **[Alt+M]** to move to address information.
- ✓ If there are multiple vehicles entered on the Quick Incident window, the vehicles are listed in the lower portion of the window.
- ✓ To edit vehicle information, select the vehicle record and modify it as needed.
- ✓ To remove a vehicle from the call, select the vehicle record and press **[Alt+Delete]**.
- ✓ If the agency is configured to do so, vehicle tag CIC queries may be automatically performed when a traffic stop is entered using the `T` or `QT` commands. Vehicle information entered following the command is submitted for the query.

Location

- ✓ When verifying a location, the list of matching street locations includes only records for the geographic area(s) currently monitored by the workstation. To view all matching street locations, click **Show All**.
- ✓ Users can search for a location by entering a place or business name. To do so, enter the first three letters of the place and press **[Enter]**. For example, to find the airport, type `AIR` in the address field.

Recording a Vessel Stop

Note: The order in which vessel stop details (location, registration, and vessel information) are entered is determined by the agency and configured in *CAD Configuration*. The steps below may not reflect the order of the local configuration. Follow the order on the *Vessel Stop* window. Press **[Page Up]** or **[Page Down]** to move from section to section.

1. To create a vessel stop, enter `BS` at the Command line and press **[Enter]**. The *Vessel Stop* window appears.

2. The configured vessel stop complaint type and complaint status are entered by default according to the agency's designation in *CAD Configuration*. If the complaint type needs to be changed, enter the correct complaint.

3. Enter the unit call number for the officer making the stop and press **[Enter]**. If the unit is not on duty, SmartCAD prompts to place the unit on duty.

4. Enter the dispatch location (address or body of water). Enter the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A multiple matches are found, a list of matching locations appears. Use the mouse or the **[arrow keys]** to find and select the correct street record. Double-click the street record or **[Enter]** to apply it to the CAD incident.

   Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

   To enter an intersection, enter the first three letters of the first street, a slash, and the first three letters of the second street, then press **[Enter]** to validate the location. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.

5. The first line of the address field is populated with the street, highway, or interstate information. The second line includes place or landmark, if applicable.

   Enter the apartment or lot number if needed and complete the zip code.

6. Geographic areas (wrecker, primary geo, secondary geo, etc.) are displayed next to the address information. Double-click this section to edit or enter geographic area assignments.

7. When the location information is complete, press **[Page Down]** to move to the next data entry section.

8. The vessel state defaults to the agency's state. Change this information as needed. Enter the vessel registration number and registration year. Press **[Page Down]** to move to the next data entry section.

9. Enter the length, make, model, color, year, and description.
10. To enter another vessel for this incident, press **[Alt+Enter]** and repeat steps 8 and 9. Otherwise, press **[Page Down]** to move to the next data entry section.
11. Press **[Ctrl+Page Down]** to close the *Vessel Stop* window. The call record that was just created opens.
12. If needed, add notes to this call as with any other call.
13. When finished, press **[F9]** to close the call or press **[Esc]** to exit the call and return to the main CAD window.

Vessel Stop

- ✓ A vessel stop can be created and the unit assigned at once by typing `BS` and the unit number at the Command line. For example, to enter a Vessel Stop for unit 100, enter `BS 100` at the Command line and press **[Enter]**.
- ✓ A new incident for a vessel can also be entered using the `QB` command on the main CAD window. Enter `QB` followed by the unit number, vessel state, registration, and location. For example, to enter a vessel stop for unit 100 with a boat from Florida, Registration Number 10001 at the boat landing enter `QB 100, FL, 10001, Bayou Texar ramp` at the Command line and press **[Enter]**.
- ✓ Press **[Alt]** and the highlighted letter in the section title to move to that section. For example, press **[Alt+A]** to move to address information.
- ✓ If there are multiple vessels entered on the Quick Incident window, the vehicles are listed in the lower portion of the window in the vessel summary list.
- ✓ To edit vessel information, select the vessel record and modify it as needed.
- ✓ To remove a vessel from the call, select the vessel record and press **[Alt+Delete]**.

Creating an Administration Call

Note: The order in which administrative call details are entered is determined by the agency and configured in *CAD Configuration*. The steps below may not reflect the order of the local configuration. Follow the order on the *Administrative Call* window. Press **[Page Up]** or **[Page Down]** to move from section to section.

1. To create an administrative call, enter `A` at the Command line and press **[Enter]**. The *Administration Call* window appears.

2. The configured administrative complaint type and complaint status are entered by default according to the agency's designation in *CAD Configuration*. Change if needed.
3. Enter the call number for the unit on this call and press **[Enter]**.
4. Enter the appropriate information for the location that best applies to this call. Enter the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A multiple matches are found, a list of matching locations appears. Use the mouse or the **[arrow keys]** to find and select the correct street record. Double-click the street record or **[Enter]** to apply it to the CAD incident.

   Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

   To enter an intersection, enter the first three letters of the first street, a slash, and the first three letters of the second street, then press **[Enter]** to validate the location. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.
5. The first line of the address field is populated with the street, highway, or interstate information. The second line includes place or landmark, if applicable.

   Enter the apartment or lot number if needed and complete the zip code.
6. Press **[Ctrl+Page Down]** to save the call. The unit is on scene by default. Accept this status or choose another and press **[Enter]** to close the *Administration Call* window. The call record that was just created opens.
7. If needed, add notes as with any other call.
8. When finished, press **[Esc]** to exit the call and return to the main CAD window.

- ✓ An administrative call can be created and the unit assigned at once by entering `A` and the unit number at the Command line. For example, to enter an administrative call for unit 100, enter `A 100`.
- ✓ Press **[Alt]** and the highlighted letter in the section title to move to that section. For example, press **[Alt+M]** to move to address information.

Placing a Unit on Break

Note: The order in which break call details are entered is determined by the agency and configured in *CAD Configuration*. The steps below may not reflect the order of the local configuration. Follow the order on the *Break Call* window. Press **[Page Up]** or **[Page Down]** to move from section to section.

1. To create a break call, enter `B` at the Command line and press **[Enter]**. The *Break Call* window appears.
2. The configured break complaint type and complaint status are entered by default according to the agency's designation in *CAD Configuration*. Change if needed.
3. Enter the call number for the unit on this call and press **[Enter]**.
4. Enter the appropriate information for the location that best applies to this call. Enter the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A multiple matches are found, a list of matching locations appears. Use the mouse or the **[arrow keys]** to find and select the correct street record. Double-click the street record or **[Enter]** to apply it to the CAD incident.

   Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

   To enter an intersection, enter the first three letters of the first street, a slash, and the first three letters of the second street, then press **[Enter]** to validate the location. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.
5. The first line of the address field is populated with the street, highway, or interstate information. The second line includes place or landmark, if applicable.

   Enter the apartment or lot number if needed and complete the zip code.
6. Press **[Ctrl+Page Down]** to save the call. The unit is on scene by default. Accept this status or choose another and press **[Enter]** to close the *Break Call* window. The call record that was just created opens.
7. If needed, add notes as with any other call.
8. When finished, press **[Esc]** to exit the call and return to the main CAD window.

- ✓ A break call can be created and the unit assigned at once by entering `B` and the unit number at the Command line. For example, to enter a break call for unit 100, enter `B 100`.

- ✓ Press **[Alt]** and the highlighted letter in the section title to move to that section. For example, press **[Alt+M]** to move to Address Information.

Creating a Chase Call

Note: The order in which chase call details (location and vehicle tag) are entered is determined by the agency and configured in *CAD Configuration*. The steps below may not reflect the order of the local configuration. Follow the order on the *Chase Call* window. Press **[Page Up]** or **[Page Down]** to move from section to section.

1. To create a chase call, enter `C` at the Command line and press **[Enter]**. The *Chase Call* window appears.
2. The configured chase complaint type and complaint status are entered by default according to the agency's designation in *CAD Configuration*. Change if needed.
3. Enter the call number for the unit on this call and press **[Enter]**.
4. Enter the appropriate information for the location that best applies to this call. Enter the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A multiple matches are found, a list of matching locations appears. Use the mouse or the **[arrow keys]** to find and select the correct street record. Double-click the street record or **[Enter]** to apply it to the CAD incident.

   Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

   To enter an intersection, enter the first three letters of the first street, a slash, and the first three letters of the second street, then press **[Enter]** to validate the location. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.
5. The first line of the address field is populated with the street, highway, or interstate information. The second line includes place or landmark, if applicable.

   Enter the apartment or lot number if needed and complete the zip code.
6. Press **[Ctrl+Page Down]** to save the call. The unit is on scene by default. Accept this status or choose another and press **[Enter]** to close the *Chase Call* window. The call record that was just created opens.
7. If needed, add notes as with any other call.
8. When finished, press **[Esc]** to exit the call and return to the main CAD window.

- ✓ A chase call can be created and the unit assigned at once by entering `C` and the unit number at the Command line. For example, to enter a chase call for unit 100, enter `C 100`.
- ✓ Press **[Alt]** and the highlighted letter in the section title to move to that section. For example, press **[Alt+M]** to move to Address Information.

Creating a Reporting Call

Note: The order in which reporting call details are entered is determined by the agency and configured in *CAD Configuration*. The steps below may not reflect the order of the local configuration. Follow the order on the *Reporting Call* window. Press **[Page Up]** or **[Page Down]** to move from section to section.

1. To create a reporting call, enter `R` at the Command line and press **[Enter]**. The *Reporting Call* window appears.
2. The configured reporting complaint type and complaint status are entered by default according to the agency's designation in *CAD Configuration*. Change if needed.
3. Enter the call number for the unit on this call and press **[Enter]**.
4. Enter the appropriate information for the location that best applies to this call. Enter the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A multiple matches are found, a list of matching locations appears. Use the mouse or the **[arrow keys]** to find and select the correct street record. Double-click the street record or **[Enter]** to apply it to the CAD incident.

   Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

   To enter an intersection, enter the first three letters of the first street, a slash, and the first three letters of the second street, then press **[Enter]** to validate the location. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.
5. The first line of the address field is populated with the street, highway, or interstate information. The second line includes place or landmark, if applicable.

   Enter the apartment or lot number if needed and complete the zip code.
6. Press **[Ctrl+Page Down]** to save the call. The unit is on scene by default. Accept this status or choose another and press **[Enter]** to close the *Reporting Call* window. The call record that was just created opens.

7. If needed, add notes as with any other call.
8. When finished, press **[Esc]** to exit the call and return to the main CAD window.

- ✓ A reporting call can be created and the unit assigned at once by entering `R` and the unit number at the Command line. For example, to enter a reporting call for unit 100, enter `R 100`.
- ✓ Press **[Alt]** and the highlighted letter in the section title to move to that section. For example, press **[Alt+M]** to move to Address Information.

Creating a Special Duty Call

Note: The order in which special duty call details are entered is determined by the agency and configured in *CAD Configuration*. The steps below may not reflect the order of the local configuration. Follow the order on the *Special Duty Call* window. Press **[Page Up]** or **[Page Down]** to move from section to section.

1. To create a special duty call, enter `S` at the Command line and press **[Enter]**. The *Special Duty Call* window appears.
2. The configured special duty complaint type and complaint status are entered by default according to the agency's designation in *CAD Configuration*. Change if needed.
3. Enter the call number for the unit on this call and press **[Enter]**.
4. Enter the appropriate information for the location that best applies to this call. Enter the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A multiple matches are found, a list of matching locations appears. Use the mouse or the **[arrow keys]** to find and select the correct street record. Double-click the street record or **[Enter]** to apply it to the CAD incident.

   Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

   To enter an intersection, enter the first three letters of the first street, a slash, and the first three letters of the second street, then press **[Enter]** to validate the location. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.
5. The first line of the address field is populated with the street, highway, or interstate information. The second line includes place or landmark, if applicable.

   Enter the apartment or lot number if needed and complete the zip code.

6. Press **[Ctrl+Page Down]** to save the call. The unit is on scene by default. Accept this status or choose another and press **[Enter]** to close the *Special Duty Call* window. The call record that was just created opens.
7. If needed, add notes as with any other call.
8. When finished, press **[Esc]** to exit the call and return to the main CAD window.

- ✓ A special duty call can be created and the unit assigned at once by entering `S` and the unit number at the Command line. For example, to enter a special duty call for unit 100, enter `S 100`.
- ✓ Press **[Alt]** and the highlighted letter in the section title to move to that section. For example, press **[Alt+M]** to move to Address Information.

Creating a Warrant Service Call

Note: The order in which warrant service call details are entered is determined by the agency and configured in *CAD Configuration*. The steps below may not reflect the order of the local configuration. Follow the order on the *Warrant Service Call* window. Press **[Page Up]** or **[Page Down]** to move from section to section.

1. To create a warrant service call, enter `W` at the Command line and press **[Enter]**. The *Warrant Service Call* window appears.
2. The configured warrant service complaint type and complaint status are entered by default according to the agency's designation in *CAD Configuration*. Change if needed.
3. Enter the call number for the unit on this call and press **[Enter]**.
4. Enter the appropriate information for the location that best applies to this call. Enter the first three letters of the street. Press **[Enter]** to validate the location against the geographic file. A multiple matches are found, a list of matching locations appears. Use the mouse or the **[arrow keys]** to find and select the correct street record. Double-click the street record or **[Enter]** to apply it to the CAD incident.

   Certain identifiers can be used to locate specific address types. For example, interstates should begin with `I` or `I-`, as in `I10`. Highways should begin with `US-` or `US`, as in `US29`.

   To enter an intersection, enter the first three letters of the first street, a slash, and the first three letters of the second street, then press **[Enter]** to validate the location. For example, to enter the cross streets Baylen and Romana, enter `BAY/ROM` or `ROM/BAY` in the Address field.

5. The first line of the address field is populated with the street, highway, or interstate information. The second line includes place or landmark, if applicable.

   Enter the apartment or lot number if needed and complete the zip code.

6. Press **[Ctrl+Page Down]** to save the call. The unit is on scene by default. Accept this status or choose another and press **[Enter]** to close the *Warrant Service Call* window. The call record that was just created opens.

7. If needed, add notes as with any other call.

8. When finished, press **[Esc]** to exit the call and return to the main CAD window.

- ✓ A warrant service call can be created and the unit assigned at once by entering `W` and the unit number at the Command line. For example, to enter a warrant service call for unit 100, enter `W 100`.
- ✓ Press **[Alt]** and the highlighted letter in the section title to move to that section. For example, press **[Alt+M]** to move to Address Information.

Reviewing Call Detail Records

Reviewing Call Records

1. On the main CAD window, use the **[arrow]**, **[Page Up]** and **[Page Down]** keys to scroll to a specific call.
2. When the call is located, double-click on it or highlight it and press **[Enter]** to open it. Call details are displayed on the call record, including the dispatch location, occurrence location, complaint type, complainant, supplemental information, and call notes.

   The primary and backup units are displayed on the lower portion of the call. The units are color-coded to indicate their status. The incident number, the date and time the call was received, shipping time, dispatch time, en route time and on scene time are displayed at the bottom of the window.
3. If the priority of the call needs to be changed, select the **Priority** field (beside the **Complaint/Nature** field) and use the arrows on the field to enter the new priority. Press **[Enter]** and then **[Page Down]** to update the call. Press **[Esc]** to return to the main CAD window. When a change is made, a note record is added to the call.
4. Use the appropriate function key to assign a unit or change the unit's status. Press **[F3]** to place a unit en route or **[F4]** to place a unit on scene.
5. Click the complaint status field to change the status of the call. Erase the current entry and press **[Enter]** to open the *Select Complaint Status Type* window. Select the appropriate status and press **[Enter]** to add it to the call. A note is added to the call indicating the call status was changed.
6. Press **[F8]** to assign an offense number. The *Assigned Report Numbers* window appears. Select the unit and press **[Enter]** to assign an offense number for that unit. Press **[Esc]** when finished.
7. Select the appropriate tab (Subject, Vehicle, etc.) to make changes to supplemental information.

   Use the **[arrow keys]** to scroll through the list of records on each supplemental tab.
8. Double-click a vehicle, suspect, vessel, property, real estate, or transport record to edit information therein. Press **[Esc]** to save any changes and return to the call screen.
9. If an alert exists for the location or vehicle tag, enter the command to view details on prior calls, tow logs, BOLOs, and caution notes.
10. Click the **Unit Times** icon to view dispatch, en route, and on scene times for each unit assigned to the call.

11. Use the **[arrow]**, **[Page Up]**, and **[Page Down]** keys to scroll through notes on a call.
12. Enter `N` and a single line of text at the Command line, then press **[Enter]**, to add notes to a call.
13. To enter more in-depth notes, enter `NO` at the Command line and press **[Enter]**. A CAD call note record appears. Enter the additional notes and press **[Enter]** to add them to the call. Press **[Esc]** to save the notes and return to the call.
14. Enter `TOW` at the Command line to record a tow.
15. When finished editing or reviewing the call, press **[Esc]** to close it.

- ✓ The status of the call may also be changed from the Command line by entering `CS` and the new status.

Reviewing Call Detail Flags

Call detail flags indicate additional information is available for the selected call record.

1. Alert flags are highlighted when additional information is available. Click the highlighted flag appearing at the top of the window.
    - **MCT Initiated Call** indicates the call was created from the MCT.
    - **911 Call** indicates the call was created from a 911 call. Click this flag to view the 911 Feed History list.
    - **Duplicate Call** indicates there are one or more active calls with this address. Click this flag to see the duplicate incident numbers.
    - **[AN] Admin Notes** indicates an administrative note on the call record. Click this flag to view the notes.
    - **Call is Suspended** indicates the call has been suspended. Click this flag to un-suspend the call.
    - **New Call (Not Shipped)** appears when a new incident is being created but has not been shipped.
    - **Call is Closed** appears when the call is closed but has not been archived. Click this flag to reactivate the closed call.
    - **Caution Radius** indicates there are caution notes within the defined radial search distance of the validated address. Click the flag or enter `MCN` at the Command line to view the caution note record.

- **Associated Images** indicates there are images within the defined radial search distance of the validated address. Click the flag or enter `MIL` at the Command line to open the Geo Places table record containing the image. If there is more than one match, a list of places containing associated images is displayed allowing the user to select the form to view.
- **Call Proximity Alert** indicates additional calls found within the current calls radius. Click this flag to view a list of the calls found.
- **Linked Calls** indicates there is a linked incident. Click this flag to view a list of the linked calls.

2. If directions are available to the dispatch location or there are prior calls or caution notes for this location, an alert indicates this information is available.
   - **PC** indicates prior calls to this location. Click this flag or enter `PC` at the Command line to view the prior calls.
   - **PX** indicates prior calls contain this address as the location of occurrence. Click this flag or enter `PX` at the Command line to view the prior calls.
   - **TW** indicates prior trespass warnings for this location. Click this flag or enter `TW` at the Command line to view the trespass warnings.
   - **CN** indicates caution notes regarding this location. Click this flag or enter `CN` at the Command line to view the caution notes.
   - **WO** indicates a watch order exists for this location. Click this flag or enter `WO` at the Command line to view the watch order.
   - **DIR** indicates directions are available. Click this flag or enter `DIR` at the Command line to view the directions.
   - **WAR** indicates addresses match the addresses of persons with Active Warrants in RMS. When the flag is selected, all matching MNI records appear by address.
3. If directions are available to the occurrence location or there are caution notes for this location, an alert indicates this information is available.
   - **PCO** indicates prior calls to the occurrence location. Click this flag or enter `PCO` at the command prompt to view the prior calls.
   - **PXO** indicates prior calls with occurrence location matching the dispatch location. Click this flag or enter `PXO` at the Command line to view the prior calls.
   - **TWO** indicates prior trespass warnings for this location. Click this flag or enter `TWO` at the Command line to view the trespass warnings.

- **CNO** indicates caution notes regarding this location. Click this flag or enter `CNO` at the Command line to view the caution notes.
- **WOO** indicates a watch order exists for this location. Click this flag or enter `WOO` at the Command line to view the watch order.
- **DIRO** indicates directions are available to this location. Click this flag or enter `DIRO` at the Command line to view the directions.

4. If standard operating procedures are available for this type of call, the alert **SOP** appears on the call record. Click this flag or enter `SOP` at the Command line to view this information. When the list of SOP records appears, double-click on the appropriate SOP or highlight it and press **[Enter]** to view detailed instructions.
5. If medical instructions are available for this type of call, the alert **MED** appears on the call record. Click this flag or enter `MED` at the Command line to view this information. When the list of MED records appears, double-click on the appropriate MED record or highlight it and press **[Enter]** to view detailed medical instructions.
6. Press **[Esc]** to exit the call and return to the main CAD window.

Reviewing Supplemental Records

The Summary tab lists the supplemental (subject, vehicle, etc.) information for the call record. The workstation must be configured to view the Summary tab to use this option.

1. Press **[Alt+M]** to view the Summary tab.
2. Each supplemental record entered for the call is listed in order by subject, vehicle, vessel, property, real estate, and transports. Each record includes a record type icon, descriptive details, record date and time, and alert flags (BOLO, Tow, Public Release, Prior Call, etc.).
3. Use **[Shift+Up-arrow]** and **[Shift+Down-arrow]** to scroll through the list of records.
4. Press **[Shift+Enter]** to open the selected record. Make changes as necessary.
5. Press **[Esc]** to save any changes.

General

- ✓ The audit trail at the title bar of the call record displays the user name of the last user to edit the call and the last user to view the call.
- ✓ A check on a watch order can be created from a call record. Enter `WO` at the Command line and press **[Enter]** to open the existing watch order record. Click **Check from Call** and

enter notes about the check. Enter the unit call number making the check and press **[Enter]**. Press **[Esc]** to close the record.

- ✓ To create a BOLO record using call information, enter `CBOLO` at the Command line.
  - o If more than one vehicle or subject is listed on the call, select the correct vehicle or subject and press **[Enter]**.
  - o To create a vehicle BOLO only, press **[Esc]** when the subject list appears.
  - o To create a subject BOLO only, press **[Esc]** when the vehicle list appears.
- ✓ When a BOLO is created from a call record using the `CBOLO` command, all notes on the call are added to the BOLO record.
- ✓ To create a Caution Note record using call information, enter `CCN` at the command prompt.
- ✓ Certain complaint types may be configured to automatically generate a report number when an incident is created. A note on the call indicates that an offense number was automatically generated.
- ✓ Medical instructions and standard operating procedures are linked to complaint types in the *CAD Configuration* module.
- ✓ The agency's complete list of medical instructions can be viewed by clicking on the **Lookup** menu on the main CAD window and selecting **[MED] Medical Instructions**.
- ✓ The agency's complete list of standard operating procedures can be viewed by clicking on the **Lookup** menu on the main CAD window and selecting **[SOP] Standard Operation Procedures**.
- ✓ There are six time fields located at the bottom of the call detail record. If a unit is removed from a call and another unit is dispatched, placed en route and/or on scene, the top three boxes show the time of the units currently on the call while the bottom three boxes retain the original dispatched, en route, and on scene times.
- ✓ Unit times can be viewed by entering `UTIMES` at the command prompt. When viewing unit times, the list can be sorted or filtered to locate the correct unit.
- ✓ When selecting a complaint status, the list can be sorted by quick key or description to locate the correct complaint status.
- ✓ The workstation must be configured to allow changing call priority in *CAD Configuration* for the user to change this information.

Movement Keys

- ✓ Press **[Page Up]** or **[Page Down]** to move from one section of the call record to the next.
- ✓ Press **[Ctrl+Page Down]** or **[Esc]** to move to the command line.

- ✓ Press **[Shift+Page Up]** from the supplemental records panel to scroll up five records or go to the first record (if there are less than five).
- ✓ Press **[Shift+Page Down]** from the supplemental records panel to scroll down five records, or to the last record (if there are less than five).
- ✓ Press **[Shift+Home]** from the supplemental records panel to scroll to the first record on the list, regardless of the number of records.
- ✓ Press **[Shift+End]** from the supplemental records panel to scroll to the last record on the list, regardless of the number of records.

Right-clicking

- ✓ Right-click the command line to view shortcut menu options, including Put Unit En Route, Put Unit On Scene, Assign Offense Number, Close Call, and Note Page Up.
- ✓ Right-click a supplemental record (vehicle, vessel, subject, etc.) to access shortcut menu options to add or edit a record.
- ✓ Right-click one of the supplemental tabs (except **Summary**) to add a record of the same type or edit the selected record.
- ✓ Right-click on the **Summary** tab to access a menu allowing supplemental tabs to be hidden.

Validating an Address

Use this function to search for and validate an address entry from the command line.

1. Enter VAL at the Command line and press **[Enter]**.
2. When the validation window appears, enter the Address, Place Name or Cross Street to be validated on the corresponding tab on the right and press **[Enter]**. The results display in the list on the left. Results are limited to the top 1000 records. If the needed address does not appear in the list, the list can be further filtered using the search options on the right.
3. Double-click on the desired address record or select it and press **[Alt+D]** to view the detail.
4. If mapping is enabled for this workstation and has been successfully initialized, a Globe icon will be displayed beside the latitude and longitude fields.
    a. Click the **Globe** icon to center the map on the selected address.
    b. Once the map appears, a flag flashes on the map, near the center of the current view, and the name of the address entry is displayed
5. Press **[Esc]** when finished to return to CAD.

- ✓ Enter **MVAL** at the Command line to show the validation form and center the results on the map.
- ✓ Latitude and longitude coordinates are printed on address book entries and other reports containing validated address information.

Creating a Scheduled Call

A scheduled call can be created from within an existing call record.

1. A call record must be opened to create a scheduled call from an existing call. From the main CAD window, use the mouse or the **[arrow keys]** to find the call. Once found, double-click the call or select it and press **[Enter]** to open the call detail screen.
2. Enter **CSC** at the Command line and press **[Enter]**. The *Create Scheduled Call from Call/Incident* window opens. All persons added to the existing incident appear in the Subject list.
3. Select the person that needs to be scheduled for pickup/transport and press **[Enter]**. The Call Scheduler Detail window opens.
4. Enter the date/time for the call to be created in CAD. At the designated date and time, a call will automatically be created in CAD. All information entered here will transfer to the CAD call.
5. Enter the date and time of the appointment.

   The Received Date/Time, Entered By, Entered Date/Time, and Agency fields are populated automatically based on the entry date and time of the parent incident, the current user, the current date and time, and the agency of the parent incident.
6. Select how the call request was received in the **Initiated By** field (i.e. phone call, e-mail, fax).
7. Enter the name and phone number of the person making the request. The person's name and phone number will transfer to CAD in the Complainant fields and a subject record will be automatically created for the call record.
8. Select the complaint type or nature of the call. The priority assigned is based on the complaint type. However, the priority can be manually assigned.
9. Enter address information (pickup and destination). Press **[Enter]** after entering the place name or street address for validation. If an exact address is not entered, SmartCAD prompts to find a match.

The pickup address becomes the Dispatch Location and the destination address becomes the Occurrence Location when the call is created in CAD.

10. Press **[Alt+A]** to add persons to the scheduled call. The *Scheduled Call Person* window appears.
11. Select the person type for the scheduled call.
12. Enter the person's name, title and brief description. Subject records are automatically created in CAD for persons entered here when the scheduled call is created in CAD. If a description is entered, it appears in the Activity Detail panel of the Call Subject Record.
13. Press **[Esc]** after the person's name has been entered to return to the *Call Scheduler Detail* window.
14. Press **[Esc]** to close the *Call Scheduler Detail* window and return to the call.

Reviewing Maps

Note: These relate to the SmartMap application. If the agency is using SmartCADMap, refer to that manual, instead of this section. Some changes were made to the functionality in that application.

Mapping Unit and Call Locations

1. Users can view the current location of all units on duty and all active CAD calls on a map by clicking the **Globe** icon on the main CAD window.
2. A map of the geographic area appears. For the sake of officer safety, all dispatch zones appear on the map, regardless of CAD settings.
3. Icons can appear on the map to indicate facilities, units, and incidents. They are added in *CAD Configuration* for call complaint types and in *Master Configuration* for units and facilities.
4. Right-click a unit to view additional menu options. This will also cause the unit name and status appear in the taskbar.
5. Double-click a unit to view the last location for the unit. Press **[Esc]** to close the Last Location window.
6. Double-click a call to view the call record.
7. When finished reviewing the map, click **Exit**.

- ✓ Workstations configured for map access in *CAD Configuration* will load the map automatically with SmartCAD.
- ✓ While the map is being viewed, SmartCAD is still able to function, so the map can remain open for the duration of the CAD session. On a computer with multiple displays, it can be viewed on a different monitor in conjunction with SmartCAD.
- ✓ While viewing the map, dispatchers can:
  - Press [**F5]** to refresh the map with new incidents, units, stations, road closures, etc.
  - Press **[Alt+S]** to activate the Select option from the toolbar. The Select option appears as an arrow.
  - Press **[Alt+R]** to activate the Route option from the toolbar.

- Press **[Alt+P]** to activate the Pan option from the toolbar. The Pan option allows you to reposition the view of the map on your monitor.
- Press **[Alt+Z]** to activate the Zoom option from the toolbar.
- Press **[Alt+B]** to activate the Road Closure option from the toolbar.
- Press **[Alt+C]** to create an incident from the map view. Once the call is shipped, it will be displayed after a map refresh.
- Click **Show Units** to show or hide the display of units.
- Click **Show Incidents** to show or hide the display of incidents.
- Click **Show Stations** to show or hide the display of stations.
- Click **Show Road Closures** to show or hide the display of road closures.
- Click **Show Map XY** to display the latitude/longitude coordinates in the taskbar.
- Click **Show Unit List** to display a list of units, the current status, and name. Right-click a unit for additional options such as center, show and follow unit.
- Click **Show Call List** to display a list of incidents with the current unit status, complaint type, priority, and location of incident. Right-click an incident for additional options such as show incident or center map on incident.
- Press **[Ctrl+I]** to zoom in one level at a time on the map.
- Press **[Ctrl+O]** to zoom out one level at a time on the map.
- Press **[Ctrl+S]** to show or hide the SID (Satellite Image Display) if one has been specified in the map setup. Users may also right-click the map and select Show Layer Information at this Point.
- Press **[Ctrl+W]** to set the current map extents to the workstation extents.

Map Mode Options

Click on the **Edit** menu, highlight to **Mode**, and then select an option to place the map functionality into a specific mode for continuous action with that option.

- **Refresh Map [F5]** – Update the map with new incidents, units, stations, road closures, etc.
- **Select [Alt+S]** – Pointing mode used to inquire about the data on the map. The map will start in this mode by default.

- **Route [Alt+R]** – After a starting and ending point are chosen, the fastest route will be determined and highlighted in green. Users can choose to center the map on the route or create a new route by clicking on a different secondary point.
- **Pan [Alt+P]** – Use the left mouse button and drag the map to reposition the view.
- **Zoom [Alt+Z]** – Activates the zoom option. Zoom in/out one level at a time or snap a square on the map to set extents.
- **Road Closure Add [Alt+B]** – Click the map to create a road closure record at that point. Users can enter specific road closure information and set an expiration if necessary.
- **Incident Add [Alt+C]** – Create an incident from the map view. Once the call is shipped, it will be displayed when the map is refreshed.

Mapping Commands

The following commands may be entered on the command line of SmartCAD to effect a change on the map.

- Enter **MAP** to show or hide the map.
- Enter **MAPD** to center the map on the dispatch location.
- Enter **MAPO** to center the map on the occurrence location.
- Enter **MREF** to refresh the map and resynchronize the units and the incidents. All unit locations and new incident information will be updated.
- Enter **MUD** to display the travel time and distance the unit is from the selected call.
- Enter **MCU** to center the map on the selected unit.
- Enter **MFU** to allow the map to follow the unit as the unit changes position.
- Enter **MSF** to stop following the selected unit on the map.
- Enter **MRU** to route the unit to the selected call.
- Enter **MCR** to clear a designated route.

- ✓ If a call is created from the 911 interface, caller information is added to the complainant information along with the latitude and longitude coordinates of the 911 call. This allows the location of 911 callers to be centered on the map.
- ✓ When an incident window is opened and mapping is enabled and visible, an attempt is made to center the call on the map. If the coordinates of a call do not fall within the

mapping extents, the call will not be centered on the map and the map will not change position.

- ✓ The status bar at the bottom of the map view displays the current map mode or information about where the cursor is currently located. For example, if the cursor hovers over an incident, the call status, location, and complaint type will display in the status bar.
- ✓ A green light flashes in the bottom right-hand corner of the map when the map is being refreshed. Automatic refresh intervals can be configured in *CAD Configuration*.
- ✓ Right-click the map and select **Show Closest Units** to display a list of units and the estimated distance and travel time from the selected point. Users can choose to center the map on the unit or show unit details such as the last location.
- ✓ The incident's complaint is used to label an incident on the map, and an iconic representation for that type of complaint can be configured in CAD Configuration.
- ✓ The unit call number is used to label a unit on the map, and an iconic representation for that unit can be configured in CAD Configuration.
- ✓ The Station ID is used to label a station on the map, and an iconic representation for that station can be configured in CAD Configuration.
- ✓ If an icon for a unit, complaint, or station is added or changed while SmartCAD is running, the icon will not be updated on the map until SmartCAD is restarted.
- ✓ Whenever a command to center on the map is initiated from SmartCAD, a blinking flag and label will visually notify the user of the exact location of the point being centered.

Locating Hydrants

1. Select a call and enter **MHYD** at the command prompt to locate the closest hydrant to the call. Press **[Enter]**.
2. The *Closest Hydrants* window appears. Enter the search distance in feet.
3. Select a hydrant and click **Center Hydrant on Map**.

   If the hydrant is located within the search radius, it will be located and centered on the map view.
4. Press **[Esc]** to return to the main CAD window.

- ✓ Click **Refresh** to receive an updated hydrant list.
- ✓ Details for the selected hydrant will display in the hydrant detail panel.

Adding a Road Closure

1. Click the **Road Closure** icon or press **[Alt+B]**.
2. The *Road Closure* window appears.
3. Enter general information about the road closure (i.e. ID and description).
4. Enter the expiration date and time for the road closure, if known.
5. Enter the complete address for the location of the road closure.
6. To center the road closure on the map, click the **Center on Map** button.
7. To print the road closure information, press **[Alt+P]**.
8. Press **[Alt+S]** to save the information.
9. Press **[Alt+C]** to close the window and return to the map.

Reviewing Places

1. The *Geo Places Configuration* can only be accessed from the main CAD window. Enter `GEOP` at the Command line and press **[Enter]**. The *Geo Places Configuration* window appears with a maximum number of records displayed in red. The maximum number of records displayed is configured by workstation in *CAD Configuration*.
2. The Geo Places list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include Place Name, Quick Key, Street Number, Direction, Street Name, Geo, City, County, State, and Zip or a combination of these criteria.

   Enter the filter criteria to be applied and click **Filter**.

   Entering `%` at the end of the string acts as a multi-character wildcard. For example, to view all places located on Palafox Street and/or Palafox Circle, enter the street name `Palafox%` and click **Filter**. All records beginning with "Palafox" are displayed. If `Palafox` were entered without the `%`, only records matching exactly what is entered will display.To remove the filter, click **Clear Filter**.
3. The Geo Places records are sorted by *Place Name* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window.
4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.
   a. To view or edit the record, click **View** or press **[Enter]** to open it.
   b. Once the record is open, click **Edit** or press **[Enter]** to make changes to the record.

c. If the map is active on the workstation, click **Center on Map** to center the place on the map.

d. Up to five floor plans may be added or viewed by clicking **Floor Plan**.

e. Up to five pictures may be add or viewed by clicking **Picture**.

5. To add a place, click **Add**, or press **[Insert]** from the *Geo Places Configuration* window.

   a. Enter the name, address, and directions.

   b. To create a Quick Key for this place, enter it in the **Quick Key** field.

   c. Assign the primary and secondary agency and geographic areas for this place.

   d. When finished, press **[Esc]** to save and close the record.

6. To make changes to the latitude and longitude values, click the ellipsis (**…**) appearing to the right of the latitude and longitude coordinates. An edit window opens, allowing changes to be made to latitude and longitude values. Click **OK** to save changes and return to the *Geo Places Table Record* window.

7. When finished reviewing the *Geo Places Configuration*, press **[Esc]** to return to the main CAD window.

- ✓ A user have full access rights in *Employee Master* to access the *Geo Places Configuration* interface.
- ✓ Apply filters based on the information available. For example, to find a specific place, enter the place name and click **Filter**. To remove the filter, click **Clear Filter**.

Reviewing Streets

1. The *Geo Streets Configuration* can only be accessed from the main CAD window. Enter `GEOS` at the Command line and press **[Enter]**. The *Geo Streets Configuration* window appears with a maximum number of records displayed in red. The maximum number of records displayed is configured by workstation in *CAD Configuration*.

2. The Geo Streets list should be filtered to ensure the correct records are being viewed. Filter options include Street Name, Direction, Street Number, Geo, City, State, Zip, Cross Street 1, and Cross Street 2 or a combination of these criteria.

   Enter the filter criteria to be applied and click **Filter**.

   For example, to view all streets in a specific geographical area, enter the geo and click **Filter**. Only the selected streets in the geographical area are displayed.

   To remove the filter, click **Clear Filter**.

3. The Geo Streets records are sorted by *Street Name* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.

4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.

    a. To view or edit the record, click **View** or press **[Enter]** to open it.

    b. Once the record is open, click **Edit** or press **[Enter]** to make changes to the record.

    c. If the map is active on the workstation, click **Center on Map** to center the place on the map.

    d. Up to five floor plans may be added or viewed by clicking **Floor Plan**.

    e. Up to five pictures may be add or viewed by clicking **Picture**.

5. To add a place, click **Add**, or press **[Insert]** from the *Geo Streets Configuration* window.

    a. Enter the address and all known information. If cross streets are entered, the visual configuration will display them.

    b. Enter directions and a reference point.

    c. Assign the primary and secondary agency and geographic areas for this street.

    d. When finished, press **[Esc]** to save and close the record.

6. If information for the new street record is similar to an existing street record, the user can begin the creation process by creating a duplication of the existing record.

    a. Filter the results on the *Geo Streets Configuration* to find the street record to be duplicated.

    b. Highlight the desired record, and press **[Ctrl+Insert]**. A new street record appears with the same information as the original record.

    c. Change the information as needed. For example, if this is a different block of the same street, change the address range and cross streets.

7. To make changes to the latitude and longitude values, click the ellipsis (**…**) appearing to the right of the latitude and longitude coordinates. An edit window opens, allowing changes to be made to latitude and longitude values. Click **OK** to save changes and return to the *Geo Streets Table Record* window.

8. When finished reviewing the *Geo Streets Configuration*, press **[Esc]** to return to the main CAD window.

- ✓ A user have full access rights in *Employee Master* to access the *Geo Places Configuration* interface.
- ✓ Apply filters based on the information available. For example, to find a specific place, enter the place name and click **Filter**. To remove the filter, click **Clear Filter**.

Running CIC Queries

Running CIC Queries

The workstation must be configured to run State Crime Information Center queries to access this functionality. Dispatchers must also be a certified CIC users to receive CIC responses to queries.

Queries can be run in three ways: from the command line, from specific supplemental records, or using options on the State Interface Transactions window. Message responses are listed on the State Interface Transactions window regardless of how the query is submitted.

Submitting Queries

Several query types are available throughout SmartCAD, as indicated in the following chart.

This query can be performed	From this supplemental record	Or using this button on the CIC interface window.
Driver License Name	Subject	DL Name
Vehicle Tag	Vehicle	Tag
Vehicle Tag Decal	*n/a*	Tag Decal
VIN	Vehicle	VIN
Boat registration	Vessel	Boat Reg
Boat Hull ID number	Vessel	Boat HIN
Serial Number	Property	Article
Gun Serial Number	*n/a*	Gun

Using the Command Line

CIC queries can be run from the command line at any time and may be based on vehicle tag, vehicle VIN, or subject driver license.

To perform this query	Enter this command	Followed by this information
Vehicle Tag	QTAG	State and Tag Number
Subject Driver License	QDL	State and DL Number
Vehicle VIN	QVIN	VIN

For example, to perform a query on tag ABC 123, enter `QTAG ABC123` at the Command line and press **[Enter]**.

- ✓ If the agency is configured to do so, vehicle tag queries may be automatically peformed when a traffic stop is entered using the `T` or `QT` commands. Vehicle information entered following the command is submitted to the CIC.

Running Driver License Queries

By Name

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. Click **DL Name** to search for a license by name in the State and National Crime Information Center and the state's Department of Motor Vehicles.
3. The agency's state is the default selection for the driver's license state. Change the state as needed using the **[arrow keys]**.
4. Enter the last, first, and middle name for the license.
5. Select the driver's sex.
6. Enter the driver's date of birth.
7. When driver information has been entered, press **[Enter]** to transmit the query.
8. Click **Close** to exit the *State Interface Transactions* window and return to SmartCAD.
9. When a response is received, the **Lightning Bolt** icon in the system tray (lower right corner of the screen) will change color.
10. Enter `CIC` at the Command line and press **[Enter]** to open the *State Interface Transactions* window and view the response to your query.
11. The query that was submitted is listed on the left side of the window with the incident number, query type, received date and time, user message ORI, and message mnemonic. Select the query to view the response message.

- ✓ A DL query can also be performed from a subject record. To do so, click the **Lightning Bolt** icon to the right of the **Name** field.
- ✓ Click the **Document** icon to open the *State Interface Transactions* window and view the response to your query.

By Number

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. Click **DL No** to search for a license by number in the State and National Crime Information Center and the state's Department of Motor Vehicles.
3. The agency's state is the default selection for the driver's license state. Change the state as needed using the **[arrow keys]**.
4. Enter the owner's license number (OLN).
5. When driver information has been entered, press **[Enter]** to transmit the query.
6. Click **Close** to exit the *State Interface Transactions* window and return to SmartCAD.
7. When a response is received, the **Lightning Bolt** icon in the system tray (lower right corner of the screen) will change color.
8. Enter `CIC` at the Command line and press **[Enter]** to open *State Interface Transactions* window and view the response to the query.
9. The query that was submitted is listed on the left side of the window with the incident number, query type, received date and time, user message ORI, and message mnemonic. Select the query to view the response message.

- ✓ A DL query can also be performed from a subject record. To do so, click the **Lightning Bolt** icon to the right of the **Name** field.
- ✓ Click the **Document** icon to open the *State Interface Transactions* window and view the response to your query.

Running Vehicle Queries

Tag Number Inquiry

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. Click **Tag** to search for a vehicle by tag number in the State and National Crime Information Center, and the state's Department of Motor Vehicles.
3. Enter the tag year in the four-digit format (i.e. 2014).

4. Use the **[arrow keys]** to select the vehicle type. Vehicle types include convertible, hatchback, limousine, etc.
5. The agency's state is the default selection for the vehicle tag state. Change the state as needed using the **[arrow keys]**.
6. Enter the tag number.
7. When tag information has been entered, press **[Enter]** to transmit the query.
8. Click **Close** to exit the *State Interface Transactions* window and return to SmartCAD.
9. When a response is received, the **Lightning Bolt** icon in the system tray (lower right corner of the screen) will change color.
10. Enter `CIC` at the Command line and press **[Enter]** to open the *State Interface Transactions* window and view the response to the query.
11. The query that was submitted is listed on the left side of the window with the incident number, query type, received date and time, user, message ORI, and message mnemonic. Select the query to view the response message.

- ✓ A vehicle tag query may also be performed from a vehicle record. To do so, click the **Lightning Bolt** icon to the right of the tag field.
- ✓ Click the **Document** icon to open the *State Interface Transactions* window and view the response to the query.
- ✓ If the agency is configured to do so, vehicle tag queries may be automatically run when traffic stop is entered the `T` or `QT` commands. Vehicle information entered following the command is submitted to the CIC.

VIN Inquiry

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. Click **VIN** to search for a vehicle by its vehicle identification number (VIN) in the State and National Crime Information Center and the state's Department of Motor Vehicles.
3. The agency's state is the default selection for the vehicle state. Change the state as needed using the **[arrow keys]**.
4. Enter the VIN.

5. When the vehicle information has been entered, press **[Enter]** to transmit the query.
6. Click **Close** to exit the *State Interface Transactions* window and return to SmartCAD.
7. When a response is received, the **Lightning Bolt** icon in the system tray (lower right corner of the screen) will change color.
8. Enter `CIC` at the Command line and press **[Enter]** to open the *State Interface Transactions* window and view the response to your query.
9. The query that was submitted is listed on the left side of the window with the incident number, query type, received date and time, user, message ORI, and message mnemonic. Select the query to view the response message.

- ✓ A VIN query can also be performed from a Vehicle record. To do so, click the **Lightning Bolt** icon to the right of the **VIN** field.
- ✓ Click the **Document** icon to open the *State Interface Transactions* window and view the response to the query.

Tag Decal Inquiry

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. Click **Tag** to search for a vehicle by tag decal in the State Crime Information Center and the state's Department of Motor Vehicles.
3. Enter the decal number.
4. Enter the year in the four-digit format (i.e. 2014).
5. When vehicle information has been entered, press **[Enter]** to transmit the query.
6. Click **Close** to exit the *State Interface Transactions* window and return to SmartCAD.
7. When a response is received, the **Lightning Bolt** icon in the system tray (lower right corner of the screen) will change color.
8. Enter `CIC` at the Command line and press **[Enter]** to open the *State Interface Transactions* window and view the response to the query.
9. The query that was submitted is listed on the left side of the window with the incident number, query type, received date and time, user, message ORI, and message mnemonic. Select the query to view the response message.

Running Vessel Queries

By Registration

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. Click **Boat Reg** to search for a boat by registration in the State Crime Information Center and the state's Department of Motor Vehicles.
3. Enter the registration number.
4. The agency's state is the default selection for the vessel state. Change the state as needed using the **[arrow keys]**.
5. Once vessel information has been entered, press **[Enter]** to transmit the query.
6. Click **Close** to exit the *State Interface Transactions* window and return to SmartCAD.
7. When a response is received, the **Lightning Bolt** icon in the taskbar (lower right corner of the screen) will change color.
8. Enter `CIC` at the Command line and press **[Enter]** to open the *State Interface Transactions* window and view the response to the query.
9. The query that was submitted is listed on the left side of the window with the incident number, query type, received date and time, user, message ORI, and message mnemonic. Select the query to view the response message.

- ✓ A vessel registration query can also be performed from a vessel record. To do so, click the **Lightning Bolt** icon to the right of the registration field.
- ✓ Click the **Document** icon to open the *State Interface Transactions* window and view the response to the query.

By ID Number

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. Click **Boat HIN** to search for a boat by its hull identification number (HIN) in the State Crime Information Center and the state's department of motor vehicles.
3. Enter the HIN.

4. The agency's state is the default selection for the vessel state. Change the state as needed using the **[arrow keys]**.
5. Once vessel information has been entered, press **[Enter]** to transmit the query.
6. Click **Close** to exit the *State Interface Transactions* window and return to SmartCAD.
7. When a response is received, the **Lightning Bolt** icon in the taskbar (lower right corner of the screen) will change color.
8. Enter `CIC` at the Command line and press **[Enter]** to open the *State Interface Transactions* window and view the response to the query.
9. The query that was submitted is listed on the left side of the window with the incident number, query type, received date and time, user, message ORI, and message mnemonic. Select the query to view the response message.

- ✓ A HIN query can also be performed from a vessel record. To do so, click the **Lightning Bolt** icon to the right of the HIN field.
- ✓ Click the **Document** icon to open the *State Interface Transactions* window and view the response to the query.

Running Property Queries

Stolen Property

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. Click **Article** to search for property by serial number.
3. Enter the serial number.
4. Once property information has been entered, press **[Enter]** to transmit the query.
5. Click **Close** to exit the *State Interface Transactions* window and return to SmartCAD.
6. When a response is received, the **Lightning Bolt** icon in the taskbar (lower right corner of the screen) will change color.
7. Enter `CIC` at the Command line and press **[Enter]** to open the *State Interface Transactions* window and view the response to the query.

8. The query that was submitted is listed on the left side of the window with the incident number, query type, received date and time, user, message ORI, and message mnemonic. Select the query to view the response message.

- ✓ A property query can also be performed from a property record. To do so, click the **Lightning Bolt** icon to the right of the serial number field.
- ✓ Click the **Document** icon to open the *State Interface Transactions* window and view the response to the query.

Guns

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. Click **Gun** to search for a gun by serial number.
3. Enter the serial number.
4. Once the gun information has been entered, press **[Enter]** to transmit the query.
5. Click **Close** to exit the *State Interface Transactions* window and return to SmartCAD.
6. When a response is received, the **Lightning Bolt** icon in the taskbar (lower right corner of the screen) will change color.
7. Enter `CIC` at the Command line and press **[Enter]** to open the *State Interface Transactions* window and view the response to the query.
8. The query that was submitted is listed on the left side of the window with the incident number, query type, received date and time, user, message ORI, and message mnemonic. Select the query to view the response message.

Reviewing CIC Transactions

1. Enter `CIC` at the Command line and press **[Enter]**. The *State Interface Transactions* window opens.
2. The list of transactions includes the Incident Number, Query Type, Received Date and Time, User, Message ORI, and Message Mnemonic. Use the **[arrow keys]** to scroll through the query responses one record at a time. Use **[Page Down]** and **[Page Up]** to page through the query responses.
3. Details for the selected message are displayed on the right hand side of the window. Query text is displayed in the upper half and message text is displayed in the lower half.

4. Filter options can be used to view only CIC query responses or view only responses not associated with an incident. To filter the list, go to the **View** menu and select **View All CIC Responses** or **View All Unassociated Returns**, as desired.
5. Go to the **View** menu and select **View All Responses** to remove the filter.
6. To delete a message response, go to the **Transactions** menu and select **Delete Selected**.
7. Click **Print** to print the selected transaction.
8. Click **Close** when finished reviewing query responses.

Reviewing History

Reviewing Call History

1. Call history can only be accessed from the main CAD window. To view call history, enter `CH` at the Command line and press **[Enter]**.

2. The *Call History* window lists all archived calls. Information includes: incident number, complaint, date/time, offense number, unit(s), agency, full address, dispatch area, vehicle state and tag, call taker and dispatcher, and the disposition codes for the call.

   The call history records list should be filtered to ensure the correct records are being viewed. When no filter settings are present, the top 1000 records in the database are shown. Filter options include complaint/nature, incident number, report number, evidence number, complainant name, primary unit, backup unit, reporting unit, dispatch location, occurrence location, call location, call taker, complainant phone, dispatcher, disposition code, received date/time, patrol zone, and primary geo area.

   Enter the filter criteria to be applied and click **Filter**. For example, to view calls for unit 100, enter 100 and click **Filter**. Multiple primary and backup units can be entered in the *Unit* field, separated by a comma.

   To remove the filter, click **Clear Filter**.

3. The calls are sorted by *Date/Time* by default. To apply a different sort order, press **[F4]**. Each time **[F4]** is pressed, another sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.

4. To find a specific record, press **[F5]**. The search is made on selected sort order.

5. Double-click on the desired record or highlight it and press **[Enter]** to view it.

6. When finished reviewing archived calls, press **[Esc]** to return to the main CAD window.

- ✓ After filtering a list in *Call History*, the list of calls can be printed. Click the **Print Details** button to print a list of the calls with details. Click the **Print List** button to print a summary of the calls that includes the Unit numbers, but excludes all other call details.
- ✓ Click the **Unit Times** button to view all unit times for the call.
- ✓ Calls may also be sorted by right-clicking the **Sort** button and selecting the desired sort order.

- ✓ If the system was down temporarily, calls may be backfilled into call history to maintain records and create offense numbers. Click **Add** or press **[Insert]** to create an incident directly in call history. Select **Yes** to confirm the addition of an incident or **No** to cancel the transaction. When the call record opens, click **Edit Call** to enter call information as with an active call. See Editing Archived Call Records for more information.
- ✓ The time the call was completed and the disposition codes for the call are displayed in the lower right portion of the Call record.
- ✓ Entering `%` in the filter criteria acts as a multi-character wildcard. For example, enter `Speed%` in the complaint type field of the search criteria to filter the list on any complaint type beginning with "Speed."
- ✓ Calls may be filtered by dispatch location or occurrence location. Select the location option, enter the address criteria, and click **Filter**.

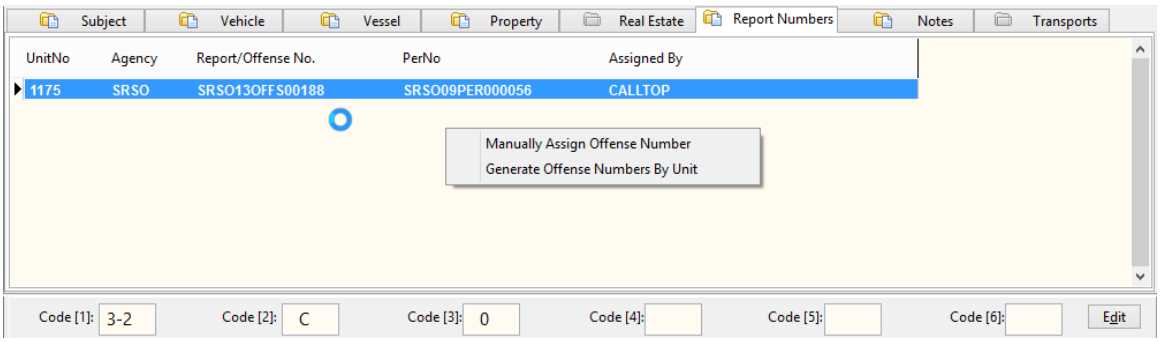
  The first line of the address contains street, highway, or interstate information. The second line includes place or landmark.

  For example, to search for an incident that occurred on Interstate I75 in Lake City, select **Filter by Occurrence Location**. Enter `I75` in the first address line and `Lake City`, `FL` in the city/state field. Click **Filter** to view all matching incidents.
- ✓ Users must have Full Access in *Employee Master* to add, edit, delete and view records in call history. Users with No Access are not allowed access to call history records.

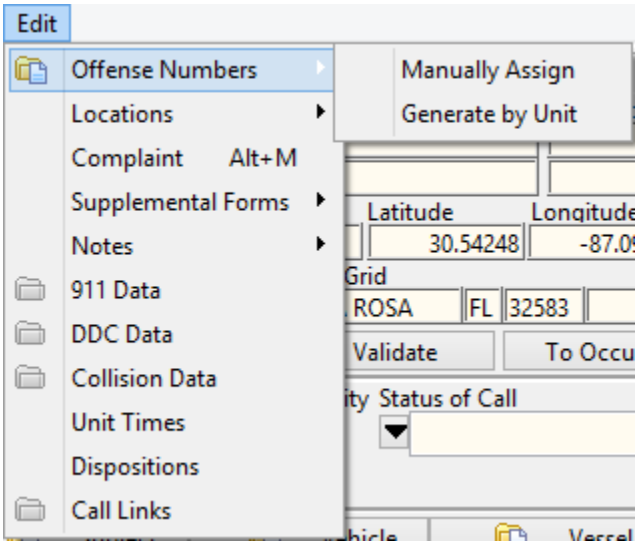
Editing Archived Call Records

1. While viewing the call history list, locate the call to be edited. Once found, double-click it, or highlight it and press **[Enter]** to open the record. The *Call History Record* window displays incident details from the call record.
2. Click **Edit Call.** Make the necessary changes to Location, Complaint, Supplemental, Disposition, and Footer sections as needed.
3. To change a supplemental record, select the corresponding tab (subject, vehicle, vessel, property, real estate), right-click on the record, and choose **Edit**. Make the necessary modifications.
4. To add a supplemental record, select the corresponding tab (subject, vehicle, vessel, property, real estate), right click on the tab or in the empty area, and choose **Add**. Enter all necessary information for the new record.
5. Press **[Alt+B]** to view the **Reports Number** tab. The **Report Numbers** tab lists each offense number that has been assigned to a unit for the incident.

   Offense numbers can be assigned from this tab by right-clicking in the empty area and selecting **Manually Assign Offense Number** or **Generate Offense Numbers by Unit**.



These options are also available in the **Edit** menu under the **Offense Numbers** section, whether or not the *Report Numbers* tab is active.



To manually assign an offense number, click the **Edit** menu, highlight **Offense Numbers**,and click **Manually Assign**. Use the ellipsis (**…**) to locate the unit to whom this offense number will be assigned. Once the unit is found, double-click it or highlight it and press **[Enter]** to select it. Enter the offense number. The agency acronym, 2-digit year and report type portions of the number are prefilled for convenience. Only the last 6 numbers need to be entered. When the report number has been entered, click **OK** or press **[Alt+O]** to assign the offense number.

To generate an offense number by unit, click the **Edit** menu, highlight **Offense Numbers**, and click **Generate by Unit**. Only units assigned to the CAD incident will appear in the *Units on Call* listing. Use the mouse or the **[arrow keys]** to select the unit number to whom the offense number will be assigned. Click **Assign Number For Unit** or press **[Enter]** to assign an offense number to the selected unit. Confirm the correct unit and offense numbers are displayed. If any of the information is incorrect, click **Cancel Request** or press **[Esc]** or **[Alt+C]**. If the information is correct, click **Assign Offense / Report Number** or press **[Enter]** or **[Alt+A]** to assign the number to the unit.

6. To view, add or edit call notes, click on the **Notes** tab.

To edit an existing note, double-click the note or highlight it and press **[Enter]**. Another window will pop up to allow changes to be made.

Click on **Edit** and highlight **Notes** or right-click on the notes pane to access the following options:

- **Add** – Create a new note on the call. This can also be accomplished by pressing **[Insert]**.
- **Add Multiple** – Create multiple new notes on the call. This can also be accomplished by pressing **[Alt+Insert]**.
- **Edit** – Edit the currently selected note.
- **Delete** – Delete the currently selected note. This can also be accomplished by pressing **[Delete**].

7. Click the **Transports** tab to view transports associated with this call record.
8. Use the **DISP** section (below the supplemental information) to edit the disposition codes assigned to a call. Click the **Edit** button appearing to the right of Code [6]. The *Disposition Codes* window opens.

   Make the necessary changes by selecting the correct codes using the ellipsis (**…**) or manually changing the codes. If any of the disposition codes are changed, use the **Reason for Change** field for each modified code to enter an explanation for the change. Press **[Esc]** when finished. A note record is added to the call indicating the disposition was changed and the reason for the change.
9. Use the **Footer** section to make changes to the units (reporting, primary, and backup) appearing on the call. To view and edit unit information, click on **View/Edit Units** to the right. The *Units Assigned* window appears.
   a. To add a unit to the call, click **Add**.
   b. Units are sorted by *Unit Number* by default. Press **[F4]** to change the current sort order. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.
   c. Press **[F5]** to search on the currently sorted column.
   d. Once the unit is found, double-click it or highlight it and press **[Enter]** to add it to the call and return to *Units Assigned* window.
   e. Use the buttons at the bottom to set the currently selected unit's role (Reporting Unit, Primary Unit, or Backup Unit).
   f. If there is only one unit on the call, it is set as the Reporting Unit and the Primary Unit.

10. Other options are only available on the **Edit** menu if the information needs to be viewed or changed:
    - DDC Data to view demographic information.
    - Collision Data to view collision information.
    - 911 Data to view information from the 911 feed.
11. Click **Close** when finished viewing or editing the call history record.

- ✓ Users must have Full Access to Call History in *Employee Master* to change call history records. Users with No Access are not allowed access to call history records.
- ✓ A yellow folder icon appearing on the supplemental record tabs and in the **Edit** menu indicate information is available for that item. If the folder is grayed out, there is no information.
- ✓ All records can be printed for individual supplemental record types (subjects, vehicles, vessels, property or real estate). For example, to print all vehicle records, right-click in the empty area of the **Vehicle** tab and click on **Print All Records** or click on click **Edit**, highlight **Supplemental Forms**, highlight **Vehicle**, and click on **Print All Records**.

Adding Calls to Call History

1. While viewing the call history list, click **Add** or press **[Insert]**, to create a new CAD incident directly into call history.
2. Click **Yes** to confirm the addition of a new CAD incident or **No** to cancel the record addition.
3. The *Call History Record* window opens ready for the incident information to be entered. The record is marked at the bottom left with the message "This incident was created in BACKFILL mode."
4. Enter information into the incident as if editing an existing Call History record.
5. Click **Close** when finished.

Printing Archived Calls

1. While viewing the call history list, locate the call to be printed.
2. When the call has been located, double click it, or highlight it and press **[Enter]** to open it.
3. Click **Print** at the bottom or click **File**, then click **Print**.

4. Use the *Print Preview* window to review the call record and redact information, as needed.
5. When ready to print the report, click the **Print** icon.
6. Click **Close** to return to the call record.
7. Click **Close** again to return to the *Call History Archives* window.

Redacting Archived Call Information

1. While viewing the call history list, locate the call to be printed.
2. When the call has been located, double click it, or highlight it and press **[Enter]** to open it.
3. Click **Print** at the bottom or click **File**, then click **Print**.
4. When the *Print Preview* window appears, place a check beside **Redact** at the top. The magnification of the preview is increased and the mouse pointer changes to a "cross hair" icon. Use the mouse to draw a hashed box ( ) over the information that should not be visible on the printed report.
5. When finished redacting the information, click the **Print** icon.
6. Click **Close** to return to the call record.
7. Click **Close** again to return to the *Call History Archives* window.

Linking Archived Call Records

Archived call records can be linked to other historical calls or to active calls as needed.

1. While viewing the call history list, locate the call to be linked and press **[Enter]** to open it.
2. Click **Edit** menu, and then click **Call Links**. The *Linked Incidents* list for the current call record appears.
3. There are three options for linking calls:
    - To link to an active call, click **Add Current Call** or press **[Alt+U]**. This presents a list of the currently active CAD incidents. Double click call to link or highlight the call and click **Link to Selected Call** or press **[Alt+N]**.
    - To link an archived call, click **Add History Call** or press **[Alt+H]**. This presents the call history archive. Modify the filter settings to find the archived call to link. Double click call to link or highlight the call and click **Link to Selected Call** or press **[Alt+N]**.
    - To link a specific incident number, click **Add By Incident No** or press **[Alt+I]**. Enter the incident number and click **OK** or press **[Enter]** twice..

4. The incident that was linked is listed on the *Linked Incidents* list. Double-click the incident or select the linked incident and press **[Enter]** to view it. This will exit the call record. If the linked call is an active call, the system will close call history and open the active call record.

- ✓ To remove a call link, open the *Linked Incidents* list, locate the call to be removed and click **Delete** or press **[Alt+D]**.
- ✓ Click **Close** or press **[Esc]** to close the Linked Incidents list.
- ✓ When a call, a note is added to the call record indicating a link was made. For example, if incident SPS07CAD000001 were linked to SPS07CAD000010, the note "LINK CREATED BETWEEN INCIDENT [SPS07CAD000001] AND INCIDENT [SPS07CAD000010]" will appear on the call.
- ✓ On the *Linked Incidents* window, press **[F4]** to sort the *Linked Incidents* list. Sort options include: Incident Number, Complaint Type, Received Date, Primary Unit, Dispatch Location, Occurrence Location, Complainant, Call Taker, and Dispatcher.
- ✓ On the *Linked Incidents* window, press **[F5]** to search the *Linked Incidents* list. The search is based on the selected sort order. Press **[F5]** again to remove the filter.
- ✓ On the *Linked Incidents* window, press **[Alt+P]** to print the Linked Incidents list.
- ✓ On the *Select Call to Link* window, press **[F4]** to sort the list of available incidents to link. Sort options include: Incident Number, Complaint Type, Received Date, Primary Unit, Dispatch Location, Occurrence Location, Complainant, Call Taker, and Dispatcher.
- ✓ On the *Select Call to Link* window, press **[F5]** to filter the list of available incidents to link. The filter is based on the selected sort order. Press **[F5]** again to remove the filter.
- ✓ Notes that appear in blue provide a link to the related call record. Double-click the note record to view the related call.

Reactivating Closed Calls

1. While viewing the call history list, locate the call to be reactivated and click **Reactivate**, press **[F2]**, or **[Alt+R]**.
2. Press **[Enter]** to confirm reactivation of the selected call/incident record.
3. The call history list closes and the call appears on the main CAD window as a closed call.
4. Ensure the primary unit on the closed call is available for service. For example, if unit 100 is assigned to the call being reactivated, ensure they is not assigned to another call. If unit 100 is on another call, suspend that call before you reactivate the closed call.

5. Right-click on the call and click **[RCC] Reactivate Closed Call**, or highlight the call, enter `RCC` at the Command line, and press **[Enter]** to reactivate the call. Click **Yes** or press **[Y]** to confirm reactivation of the call and remove backup units. The call is reopened with the primary unit en route.

✓ Disposition codes remain on closed calls that are reactivated in the form of a note on the call. When the call is re-archived, the note can be used as reference so the same disposition codes can be entered.

Exporting Calls

An incident must have an offense number assigned to be exported. Export settings (default location and file type) are configured for Law, Fire, and EMS calls individually in *CAD Configuration***.**

1. While viewing the call history list, locate the call to be exported. Once found, double-click the record or press **[Enter]** to open it.
2. From the **File** menu, click **Export**. The default location and file type for the exported file are shown. Browse to a different location or rename the file as needed.
3. Click **Save** to export to the file.
4. A message notifies the user of the success or failure of the export. Click **OK** to return to the call record.

Reviewing 911 Feed History

1. Enter `911H` at the Command line and press **[Enter]** to access 911 Feed History.
2. The *911 Feed History* window lists all calls received through the 911 Feed.
3. The list should be filtered before working with a record to ensure the correct record is being viewed. Filter options Incident Number, Subscriber Name, Street Number, Street Direction, Street, City, State, Phone, and Date/Time Range. Enter the filter criteria to be applied and click **Filter**. To filter the list by a Date Range, ensure **Date/Time Range** is checked.

   For example, to view 911 Feed History for April 6, 2014 through April 12, 2014 place a check beside **Date Range**, enter `04/06/2014 00:00:00` and `04/12/2014 23:59:59` for the date range, and click **Filter**. Only archived call records for the selected week are displayed.

   To remove the filter, click **Clear Filter**.

4. History records are sorted by *Incident Number* by default. To apply a different sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window.

5. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.

6. To view the call record associated with the 911 call, double-click the call or highlight the call, and click **Show Call**. The call will be opened. Closing the call record will return to the *911 Feed History*.

7. When finished reviewing 911 History, press **[Esc]**.

Reviewing Unit History

1. Unit History information can be accessed from the main CAD window or while viewing a Call record. Enter `UH` at the Command line and press **[Enter]**.

   The Unit History window lists tour details, including the Begin Date and Time, the End Date and Time, Unit Call Number, Agency, Comment, Description, Dispatch Area Assignment, Begin Dispatcher, End Dispatcher, and Personnel Number.

   The maximum number of records displayed is configured by workstation.

2. The Unit History list should be filtered before working with a record to ensure the correct records are being viewed. Filter options Call Number, Agency, Personnel Number, Begin Dispatcher, End Dispatcher, Comment, Description, Begin Tour Date Range, and End Tour Date Range.

   Enter the filter criteria you want to apply and click **Filter**. To filter the list by a Date Range, be sure to place a check beside **Begin Tour Date/Time Range** or **End Tour Date/Time Range**, as needed.

   For example, to view Unit History archived call records for tours of duty starting April 6, 2014 through April 12, 2014, place a check beside **Begin Tour Date/Time Range**, enter `04/06/2014 00:00:00` and `04/12/07 23:59:59` for the date range, and click **Filter**. Only archived unit history records for the selected week are displayed.

   To remove the filter, click **Clear Filter**.

3. Unit History records are sorted by *Begin Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.

4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.

5. When finished reviewing Unit History, press **[Esc]** to return to the main CAD window.

- ✓ Records should be filtered before sorting or searching.
- ✓ Apply filters based on the information available. For example, if records relating to a specific unit are being sought, enter the Call Number and click **Filter**. To remove the filter, click **Clear Filter**.
- ✓ Records can also be sorted by right-clicking the **Sort** button and selecting the sort order to be applied.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Reviewing Vehicle History

1. Vehicle History information can be accessed from the main CAD window. To review call statistics for vehicles, enter VH at the Command line and press **[Enter]**.

   The Vehicle History window lists vehicle details for vehicles on Call records, including the Record Date and Time, Incident Number, Tag Year, Tag Number, Vehicle Type, Vehicle Activity, Crash Type, Description, Color, Make, Model, Year, VIN, Owner Last Name, and Owner First Name. Indications if the vehicle has been Abandoned or Towed are also included.

   The maximum number of records displayed is configured by workstation.

2. The Vehicle History list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include Incident Number, Tag Year, Tag Number, Vehicle Type, Description, Vehicle Activity, Crash Type, VIN, Owner Last Name, Owner First Name, Date Range, Year, Make, Model, Color, Abandoned, and Towed or a combination of these criteria.

   Enter the filter criteria be applied and click **Filter**. To filter the list by a Date Range, ensure **Date/Time Range** is checked.

   For example, to view all records of vehicles towed from October 1, 2013 through October 8, 2013, place a check beside **Towed? Date/Time Range**. Enter `10/01/2013 00:00:00` and `10/08/2013 23:59:59` for the date range and click **Filter**. Only towed vehicles for the selected week are displayed.

   To remove the filter, click **Clear Filter**.

3. Vehicle History records are sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.

4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.
5. When the desired record is found, double click it, or highlight it and press **[Enter]**. Click **Open** to view the associated call record and exit the current vehicle record. Closing the call record returned to the vehicle record.
6. To print a Vehicle record, open the selected record and click **Print**. The *Print Preview* window displays the report. Click the **Print** icon to print the report.
7. To enter a vehicle record not associated with a call record, click **Add** or press **[Insert]**. Enter the vehicle information and press **[Enter]** to move from field to field. Use the ellipsis (**…**) to search for the Vehicle Type. Double-click the item to add it to the record. Repeat for the Vehicle Activity, and, if necessary, the Crash Type. Enter any notes about this vehicle.
8. If applicable, enter information about the vehicle tow or vehicle abandonment.
9. When finished, press **[Esc]** to save the record.
10. When finished reviewing Vehicle History, press **[Esc]** to return to the main CAD window.

- ✓ Vehicle records can also be sorted by right-clicking the **Sort** button and selecting the sort order to be applied.
- ✓ To create a Tow Log for a repossessed vehicle, open the vehicle record and click **Create Tow**.
- ✓ Vehicle History records should be filtered before sorting or searching to ensure the correct records are being viewed. Apply filters based on the information available. For example, if a specific vehicle is being sought, enter the Tag number and click **Filter**. To remove the filter, click **Clear Filter**.
- ✓ If Abandonment information is entered in error, click **Remove Abandoned Info** to remove it from the record.
- ✓ Appropriate access rights must be given in *Employee Master* to add, change, view and delete records.
- ✓ Records can also be sorted by right-clicking the **Sort** button and selecting the sort order to be applied.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Reviewing Subject History

1. Subject History information can be accessed from the main CAD window. To review call statistics for subject records, enter `SH` at the Command line and press **[Enter]**.

   The *Subject History* window lists details for subjects in incidents, including the record Date/Time, Full Name, Description, Subject Type, Subject Activity, Date of Birth, Age, SSN, and DL Number and State. The left column indicates whether or not the record is authorized for public release.

   The maximum number of records displayed is configured by workstation.

2. The *Subject History* list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include Last Name, First Name, Middle Name, Description, Subject Type, Subject Activity, Age, SSN, Driver License State, Driver License Number, Date of Birth Range, and Record Date Range or a combination of these criteria.

   Enter the filter criteria to be applied and click **Filter**. To filter the list by a date range, place a check beside *DOB Date Range* or *Date/Time Range*, as needed.

   For example, to view all records of subjects hitchhiking from October 1, 2013, through October 8, 2013, select *Hitchhiking* in **Subject Activity** and place a check beside **Date/Time Range**. Enter `10/01/2013 00:00:00` and `10/08/2013 23:59:59` for the date range and click **Filter**. Only subjects hitchhiking for the selected week are displayed.

   To remove the filter, click **Clear Filter**.

3. Subject History records are sorted by **Date/Time** by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.

4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.

5. Double-click on the desired record or highlight it and press **[Enter]** to open it. Click **Open** to view the incident associated with this record and exit the Subject record. Closing the incident will bring back the subject record.

6. To print a Subject record, open the desired record and click **Print**. The *Print Preview* window displays the report. Click the **Print** icon to print the report.

7. To enter a Subject who is not associated with a call, click **Add** or press **[Insert]**. Use the ellipsis (**…**) to search for the Subject Type. Once the correct option is found, double-click it to add it to the Subject record. Repeat for the Subject Activity and enter the person's information in the appropriate fields, pressing **[Enter]** to move from field to field. Use the **[Spacebar]** to indicate drinking, drug, or weapon involvement.

8. If the Social Security Number entered is present on another incident, the **View Additional Calls for This Subject** button is enabled. Click the button or press **[Alt+V]** to view other calls for this subject.If the Social Security Number entered is associated with a Warrant, the **WAR** button is displayed in yellow. Click the button or press **[Alt+W]** to view warrant(s) associated with this subject.
9. If the subject has suffered injury, use the ellipsis (**…**) to search for the **Extent of Injury**. When the correct option is found, double-click it to add it to the Subject record. Use the **[Spacebar]** to indicate seatbelt use, airbag deployment, and child seat use. Enter **Next of Kin** information and indicate if the next of kin have been notified. If information about this subject can be released to the public, place a check beside **Allow Public Release** and enter the name of the approving personnel. When all available information about the person has been entered, press **[Esc]**.
10. If the subject has active warrants in RMS, a teal **MNI TW** flag is displayed. When users double-click the flag or press [**Ctrl+F6,]** all matching MNI records by first/last name display.
11. If the subject has possible Arrest record matches found, a yellow **MNI POS HIT** flag is displayed. When users double-click the flag or press **[Ctrl+F4]**, all matching MNI records ordered by first/last name are displayed.
12. If the phone number associated with the subject matches a prior caller's primary phone number, secondary phone number or business phone number, a **Phone** button **[Ctrl + F4]** displays in blue. Clicking on the **Phone** button or pressing **[Ctrl+F4]** brings up a list of prior calls from Call History.
13. When finished reviewing Subject History, press **[Esc]** to return to the main CAD window.

- ✓ Subject records can also be sorted by right-clicking the **Sort** button and selecting the sort order to be applied.
- ✓ When applying a filter for a name, a partial name may be entered. Entering % in the filter criteria acts as a multi-character wildcard. For example, to search for Jones and Johnson, enter JO% in the Last Name field.
- ✓ Entering _ in the filter criteria acts as a single character wildcard. For example, type L_nda to filter the list on the name Lynda and Linda.
- ✓ Press **[F4]** to sort the list of Other Calls for the Subject. Sort options include: Incident Number, Complaint Type, Received Date, Primary Unit, Dispatch Location, Occurrence Location, Complainant, Call Taker, and Dispatcher.
- ✓ Press **[F5]** to search the list of Other Calls for the Subject. The search is based on the selected sort order. Press **[F5]** again to remove the filter.

- ✓ Other calls associated with the current subject record may be viewed by double-clicking the call or by selecting it and pressing **[Enter]**. The subject record is closed with the call record is opened. When the call record is closed, the subject record returns.
- ✓ Use the **[arrow keys]** to move from column to column on the record list.
- ✓ Use **[Page Up]** and **[Page Down]** to move the cursor from one section of the Subject History record to the next.
- ✓ Use the mouse to change the column size(s) on the record list.

Reviewing Vessel History

1. Vessel History information can be accessed from the main CAD window. To review call statistics for vessels, enter `BH` at the Command line and press **[Enter]**.

   The *Vessel History* window lists Vessel details for vessels, including the State, HIN, Record Date, Vessel Year, Registration Number, Registration Year, Color, Vessel Type, Make, Model, Name, Vessel Activity, and Crash Type. An indicator that the vessel has been Towed is also included.

   The maximum number of records displayed is configured by workstation.

2. The *Vessel History* list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include State, HIN, Vessel Type, Vessel Activity, Registration Year, Registration Number, Vessel Name, Owner Last, First, and Middle Name, Crash Type, Year, Make, Model, Color, Abandoned, Towed, and Record Date Range or a combination of these criteria.

   Enter the filter criteria to be applied and click **Filter**. To filter the list by a Date Range, place a check beside **Date Range On**.

   For example, to view all records of vessels towed from October 1, 2013, through October 8, 2013, place a check beside **Towed?** and **Date Range On**. Enter `10/01/2013` and `10/08/2013` for the date range and click **Filter**. Only towed vessels for the selected week are displayed.

   To remove the filter, click **Clear Filter**.

3. Vessel History records are sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.

4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.

5. Double-click the desired record or highlight it and press **[Enter]** to open it. Click **Open** to view the incident associated with this record and exit the current record. Closing the incident record returns the user to the vessel record.

6. To print a Vessel record, open the desired record and click **Print**. The *Print Preview* window displays the report. Click the **Print** icon to print the report.
7. When reviewing Vessel History, press **[Esc]** to return to the main CAD window.

- ✓ Vessel records can also be sorted by right-clicking the **Sort** button and selecting the sort order to be applied.
- ✓ To create a Tow Log for a repossessed vessel, open the vessel record and click **Create Tow**.
- ✓ If Abandonment information is entered in error, click **Remove Abandoned Info** to remove it from the record.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Reviewing Property History Records

1. Property History information can be accessed from the main CAD window. To review call statistics for property records, enter PH at the Command line and press **[Enter]**.

   The *Property History* window lists details for Property records, including the Incident Number, Record Date/Time, Property Type, Evidence Number, Serial Number, Owner Name, Added By, Value, Storage Location, and indicators that the Property was Damaged, Seized, or Seized and Forfeited.

2. The Property History list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include Incident Number, Property Type, Evidence Number, Serial Number, Owner Name, Added By, Storage Location, whether the Property was Damaged, Seized, or Seized and Forfeited, and a Record Date Range.

   Enter the filter criteria you want to apply and click **Filter**. To filter the list by a Date Range, place a check beside **Date Range On**.

   For example, to view all weapon property records entered from October 1, 2013, through October 8, 2013, Enter Weapon in the Type field and place a check beside **Date Range On**. Enter 10/01/2013 and 10/08/2013 for the date range and click **Filter**. Only weapons entered during the selected week are displayed.

   To remove the filter, click **Clear Filter**.

3. Property History records are sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and in the shading of the sorted column.

4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.
5. Double-click on the desired record or highlight it and press **[Enter]** to open it. Click **Open** to view the incident associated with this record and exit the current record. Closing the incident record returns to the property record.
6. To print a Property record, open the desired record and click **Print**. The *Print Preview* window displays the report. Click the **Print** icon to print the report.
7. When finished reviewing Property History, press **[Esc]** to return to the main CAD window.

- ✓ Property records may also be sorted by right-clicking the **Sort** button and selecting the sort order to be applied.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Reviewing Real Estate History

1. Real Estate History information can be accessed from the main CAD window. To review call statistics for Real Estate records, enter RH at the Command line and press **[Enter]**. The *Real Estate History* window lists details for Real Estate records, including the Incident Number, Record Date/Time, Address, Property Type, Zone Type, Added By, Owner Name, Fire Type, and indicators that the fire was Accidental or Arson.
2. The Real Estate History list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include Incident Number, Address, Property Type, Zone Type, Owner Name, Address, Added By, and Fire Type and a Record Date Range.

   Enter the filter criteria to be applied and click **Filter**.

   To filter the list by date range, place a check beside **Date Range On**.For example, to view all Arson-related real estate records entered in the month of October 2013, place a check beside **Arson?** and **Date Range On**. Enter `10/01/2014` and `10/31/2013` for the date range and click **Filter**. Only Arson-related records for the month of October are displayed.

   To remove the filter, click **Clear Filter**.
3. Real Estate History records are sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort order is indicated at the bottom of the window and by the shading of the sorted column.
4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.

5. Double-click the desired record or highlight it and press **[Enter]** to open it. Click **Open** to view the incident associated with this record and exit the current record. Closing the incident record will return to the real estate record.
6. To print a Real Estate record, open the desired record and click **Print**. The *Print Preview* window displays the report. Click the **Print** icon to print the report.
7. When finished reviewing Real Estate History, press **[Esc]** to return to the main CAD window.

- ✓ Real Estate records can also be sorted by right-clicking the **Sort** button and selecting the desired sort order.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.
- ✓ **Caution Note** and **Prior Call** indicator flags sometimes appear on Real Estate property records. The flags will appear when entering an address if there is applicable history related to the record. Press **[Ctrl+F2]** or double-click the yellow **Caution Note** flag to view related Caution Notes. Press **[Ctrl+F3]** or double-click the blue **Prior Call** flag to view related Prior Calls.

Reviewing Transport History

1. The Transport History Archive can be accessed from the main CAD window. Enter TRH at the Command line and press **[Enter]**. The *Transport History Archive* window lists all transports and includes incident number, call number, begin/end date and time, begin/end address of the transport.
2. The *Transport History* list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include incident number, unit call number, address, cross street, city, state, county, zip and the date and time the transport was recorded.

   Enter the filter criteria to be applied and click **Filter**.

   To filter the list by date range, place a check beside **Begin Range On** or **End Range On** under *Recorded Date & Time*. For example, to view all transports entered from April 1, 2014 and April 8, 2014, place a check beside **Begin Range On**. Enter `04/01/2014 00:00:00` and `04/08/2014 23:59:59` for the date range and click **Filter**. Only transports started during the given week are shown.

   To remove the filter, click **Clear Filter**.

3. Transport History records are sorted by *Incident Number* by default. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied. The current sort is indicated at the bottom of the window.
4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.
5. Double-click the desired record or highlight it and press **[Enter]** to view it.
6. When finished reviewing transport history, press **[Esc]** to return to the main CAD window.

Using Other CAD Features

Reviewing BOLOs

1. BOLOs can only be accessed from the main CAD window. Enter `BOLO` at the Command line and press **[Enter]**. The *BOLO Records* window appears.

   BOLO records are listed, including the Date, BOLO Type, Incident Number, Offense Number, Expiration Date, Vehicle Tag, State, VIN, Color, Make, Model, and Year, Subject Description, Subject Last Name, First Name, Social Security Number, Date of Birth, Race/Sex, Height/Weight, Hair/Eyes, and Drivers License information.

   The maximum number of records displayed is configured by workstation.

   The `BOLO` command can also be used to add, edit and print BOLO.

2. The *BOLO Records* list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include BOLO Type, Incident Number, Offense Number, State, Tag Number, Year, Make, Model, Color, VIN, Expired, Subject Description, Subject Last Name, First Name, Social Security Number, and Date Range or a combination of these criteria.

   Enter the filter criteria to be applied and click **Filter**. To filter the list by a date range, place a check beside **Date/Time Range**.

   For example, to view BOLO records on black Honda Accords, enter the make as Honda, model as Accord and color Black. Click **Filter**. Only the selected records are displayed.

   To remove the filter, click **Clear Filter**.

3. The BOLOs are sorted by date and time by default. To apply another sort order, press **[F4]**. The current sort order is indicated at the bottom of the window.

4. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.

5. Double-click on the desired BOLO record or highlight it and press **[Enter]** to open it.

6. To add a BOLO record, press **[Insert]**. The current date and time, as well as the author's user name are automatically entered. Use the ellipsis (**…**) to search for the BOLO Type. When desired option is found, double-click it to add it to the record.

   If applicable, enter the incident and offense numbers.

7. Enter an expiration date/time, if needed. When a date/time is entered, the BOLO will automatically expire at the designated date/time. If a date/time is not entered, the BOLO will remain active until it is manually expired by a user.

8. To enter a Vehicle BOLO, enter the tag, state, VIN, description, year, make, model, and color for the vehicle.

   Enter notes about the vehicle and press **[Tab]** to save the notes.

   When finished, click **Save & Close**.

9. To enter a person BOLO, enter the subject information including name, social security number, race, sex, height, weight, hair, eyes, date of birth, driver license state/number, and a description.

   Enter notes about the person and press **[Tab]** to save the notes.

   When finished, click **Save & Close**.

10. To transmit a record to users in the field, open the BOLO record and click **Transmit to MCTs**.

11. When finished reviewing BOLOs, press **[Esc]** to return to the main CAD window.

Generating an Incident from a BOLO

1. BOLOs can only be accessed from the main CAD window. Enter `BOLO` at the Command line and press **[Enter]**. The *BOLO Records* window appears.
2. Search for the desired BOLO record. Once it is found, double-click it or highlight it and press **[Enter]** to open the record.
3. Click **Generate Call**. A new call record appears and contains information from the BOLO record, including location, call type, and vehicle details. A note on the call indicates it was created from a BOLO record.
4. Update the incident or dispatch resources as needed.
5. When finished with the call record, press **[Esc]**.

- ✓ From a call record, enter `BOLO` at the command prompt to view BOLOs for the vehicle on that call.
- ✓ BOLOs can also be sorted by right-clicking the **Sort** button and selecting the sort order to be applied.
- ✓ Click the **Clear Expire Date/Time** button to remove the BOLO expiration date.
- ✓ The BOLO list shows only active BOLOs by default. To view expired BOLOs, place a check beside **Expired** in the search options and click **Filter**.

- ✓ When searching BOLOs, apply filters based on the information available. For example, to find a specific vehicle, enter the tag number and click **Filter**.
- ✓ To remove the current search criteria, click **Clear Filter**.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.
- ✓ Distribution of a BOLO can be recorded on the BOLO record. For example, if a BOLO is distributed at shift change, open the record, click **Add**, and enter the shift or people to whom the BOLO was distributed to and the person who distributed it. Press **[Esc]** to save the record.
- ✓ To create a BOLO record from an existing CAD call using call information, enter `CBOLO` at the Command line while the call record is open..
- ✓ Pressing **[Page Up]** and **[Page Down]** moves the cursor from one section of the BOLO record to another.
- ✓ Appropriate user access rights must be granted in *Employee Master* to add, change, view, or delete records.

Printing BOLO Reports

1. While viewing the BOLO list, click **Print Report**.

   The report includes the date, time, offense number, incident number, user name, vehicle information, and subject information including comments for each BOLO record.

2. Review the report that appears on the screen to confirm the desired information is present. When ready, click the **Print** icon.
3. Click **Close** when you are finished.

Reviewing Caution Notes

1. To view all caution notes, regardless of location, enter `CN` at the Command line on the main CAD window and press **[Enter]**.
2. The Caution Notes window appears. Caution notes are listed, including the date, vehicle state and rag, full address, and dispatch area for the caution. The maximum number of records displayed is configured by workstation in *CAD Configuration*. From this location, users can add, edit, and print caution notes.
3. The caution notes list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include State, Tag Number, Address, City, State, and Date Range or a combination of these criteria.

Enter the filter criteria to be applied and click **Filter**. To filter the list by a date range, place a check beside **Date/Time Range**.

To remove the filter, click **Clear Filter**.

4. Caution Notes are sorted by *Date/Time* by default, as indicated at the bottom of the window and by the color of the column. To apply another sort order, press **[F4]**. Each time **[F4]** is pressed, a different sort order is applied.
5. To find a specific record, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.
6. Double-click on the desired record or highlight it and press **[Enter]** to open the selected record.
7. To add a caution note, press **[Insert]**. The date and time, as well as the author's user name are automatically entered. Caution notes can be created for places or for vehicle tags.

   For a place, enter the full place name in the second line of the address. Enter the cautionary note in the notes field and press **[Tab]** to save the notes.

   For a vehicle, enter the vehicle Tag, State, VIN, Description, Year, Make, Model, and Color. Enter the cautionary note in the Notes field and press **[Tab]** to save the notes.

   When finished, press **[Esc]** to close the Caution Note record.
8. When finished reviewing Caution Notes, press **[Esc]** to return to the main CAD window.

- ✓ From a call record, enter `CN` at the Command line to view caution notes for the dispatch location on the call.
- ✓ To create a Caution Note record from an existing CAD call using call information, enter `CCN` at the Command line with the incident open.
- ✓ Entering `%` in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.

Printing Caution Notes

1. To find a specific record, press **[F5]**. The search is performed on the current sort order. Enter the search criteria and press **[Enter]**.
2. Double-click the desired record or highlight it and press **[Enter]** to open it.
3. Click **Print**. The report appears on-screen and includes the entire caution note record. When ready to print, click the Print icon.
4. Click **Close** when you are finished.

Entering Watch Orders

1. Watch Orders are created from the main CAD window. To create an order, enter `WO` at the Command line and press **[Enter]**. The Watch Orders list appears. Watch Orders are listed, including the Watch Order Number, Date, Time, Address, Place, Geographic Areas, Dispatcher, and Expiration Date.

2. The Watch Order list should be filtered before working with a record to ensure the correct records are being viewed. Filter options include Watch Order Number, Place, Entered By, Address, City, State, Zip, Primary Dispatch Area, Secondary Dispatch Area, Date Range, and Expire Date Range or a combination of these criteria. A maximum of 1000 records can be returned at any given time.

   Enter the filter criteria to be applied and click **Filter**. To filter the list by a creation date range or an expiration date range, place a check beside **Date/Time Range** or **Expired Date Range**, respectively, as needed.

   For example, to view all Watch Orders scheduled in Pensacola for the week of April 6, 2014, enter `Pensacola` in the **City** field, place a check beside **Date/Time Range**, enter `04/06/2014 00:00:00` and `04/12/2014 23:59:59` for the date range, and click **Filter**. Only watch orders in Pensacola for the selected week are displayed.

   To remove the filter, click **Clear Filter**.

3. Watch Orders are sorted by *Date/Time* by default. To apply another sort order, press **[F4]**. Each **[F4]** is pressed, a different sort order is applied. The current sort is indicated at the bottom of the window, and by the shading of the sorted column.

4. To find a specific Watch Order, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.

5. Press **[Enter]** to open the selected Watch Order. To add a check on the location, press **[Insert]** while viewing the order. Enter the Call number for the unit performing the check and press **[Enter]** to complete the unit's Agency and Personnel Number.

   If an incident number applies, enter the incident number.

   Enter any notes as needed in the Notes field. Press **[Tab]** to save your notes.

   Press **[Esc]** when finished. Press **[Esc]** again to close the Watch Order record.

6. To add a Watch Order, press **[Insert]**. Enter the Address by typing the first three letters of the street and pressing **[Enter]** to validate the location against the geographic file. A list of matching addresses appears. Double-click the location or use the **[arrow keys]** to highlight the location and press **[Enter]**.

   Enter additional information and notes about the watch order.

Watch Orders are valid for a week by default. If the order should expire earlier or later than the automatic expiration date, change the expiration date accordingly. Press **[Tab]** to save and press **[Esc]** when finished.

7. When finished reviewing Watch Orders, press **[Esc]** to return to the main CAD window.

- ✓ To create an incident from a watch order, open the watch order record, and click **Generate Call**.
- ✓ To create a watch order from an existing incident, enter `CWO` at the Command line while the incident record is open.
- ✓ When viewing a call record, enter `WO` at the Command line to view watch orders for the dispatch location on the call.
- ✓ To create a check on a Watch Order from an active call record, enter `WO` at the incident's Command line and press **[Enter]** to open the watch order record. Click **Create Check from Call** and enter notes about the check. Enter the unit call number making the check and press **[Enter]**. Press **[Esc]** to close the record.
- ✓ When a Watch Order expires, the record must be manually updated. Open the watch order and place a check beside **Expired**.
- ✓ Entering % in the filter criteria acts as a multi-character wildcard. Entering _ in the filter criteria acts as a single character wildcard.
- ✓ To create an incident from a watch order and place a unit on scene automatically but only a partial watch order number is available, the user can enter `IWO [partial watch order #] [unit #]` at the Command line. A list of all watch orders matching the partial number will be displayed in a list. Double-click the the correct watch order or highlight it and click **OK** to create an incident and place the unit on scene.

Printing Watch Orders

Users can print a report of Watch Orders or an individual Watch Order record.

Watch Order Reports by Geographic Area

1. From the main CAD window, enter `WO` at the Command line and press **[Enter]**.
2. Click **Print**.
3. To print a report of all Watch Orders in a Dispatch Area, click the ellipsis (**…**) by the Dispatch Area field. Double-click the Area to select it. Press **[Enter]**.

4. To narrow the scope of the report, repeat Step 3 for the Secondary and Sub Geographic Areas to be included on the report.
5. Click **Print Above Areas**. The report appears on-screen.
6. When ready to print, click the **Print** icon.
7. Click **Close** to exit the report preview.

All Watch Orders

1. From the main CAD window, enter `WO` at the Command line and press **[Enter]**.
2. Click **Print**.
3. Click **Print All**. The report appears on-screen.
4. When ready to print, click the **Print** icon.
5. Click **Close** to exit the report preview.

Individual Watch Order Record

1. From the main CAD window, enter `WO` at the Command line and press **[Enter]**.
2. To find a specific Watch Order, press **[F5]**. The search is made on the selected sort order. Enter the search criteria and press **[Enter]**.
3. Double-click the desired record or highlight it and press **[Enter]** to open it.
4. Click **Print**. The report appears on-screen.
5. When ready to print, click the **Print** icon.
6. Click **Close** to exit the report preview.

Sending Alarms

Sending Alarms

SmartCAD provides multiple ways to send alarms. When a unit is dispatched for a particular complaint type, the disptacher can be prompted to send an alarm to the unit's location. An alarm can also be sent to a unit or initiate the PA system at a station at any time regardless of their status or the call type.

Alarm locations are assigned to units in *Employee Master*. If a unit is not at their normal location, the dispatcher can change the alarm location by entering AL and the unit number at the command prompt. See Changing a Unit's Alarm Location for more information.

Dispatch a Unit

1. To assign a unit to a call, press **[F2]**. Type the unit number to be dispatched and press **[Enter]**. This unit will be the primary unit on the call.

   The unit number, agency abbreviation, and unit role appear on the call as the Primary unit. The Timer is reset for the call and the unit. On the Call record, the Dispatched time reflects when the unit was dispatched.

2. If this unit has been assigned a valid alarm location, the Send Alarm to Location window appears. Verify the unit and location are correct.

   To send an alarm to this unit, press **[Alt+S]**.

3. The unit assignment window remains open after the first unit is assigned so backup units can be easily assigned to the call.

Send an Alarm to a Station

1. An alarm can be sent to a station while viewing the main CAD window or while in a Call record.

2. Enter ALS at the command prompt and press **[Enter]**.

3. Select the station where the alarm should sound.

   If a quick key has been created for a station, it can be entered. For example, if station one has the quick key "S1," enter ALS S1 in the Command line and press **[Enter]**.

4. Press **[Alt+S]** to send the alarm.

Send an Alarm to All Stations

1. An alarm can be sent to all stations while viewing the main CAD window or while in a Call record.
2. Enter `ALS ALL` at the Command line and press **[Enter]**.
3. Press **[Enter]** again to verify that the alarm should go to all stations.

Initiate the Public Address System

1. The PA at a station can be turned on while viewing the main CAD window or while in a Call record. If necessary, the PA can also be turned on at a specific station without sending an alarm.
2. Enter `PA` at the Command line and press **[Enter]**.
3. Select the station where the PA system should be initiated.
4. Press **[Alt+O]** to turn on the PA.
5. To turn off the PA system, press **[Alt+X]**.

Changing a Unit's Alarm Location

When a unit is dispatched, an alarm can be sent to their location. Alarm locations are assigned to units in *Employee Master*. If a unit is at another location, their alarm location can be changed in CAD to ensure the alarm is received.

1. Enter `AL` and the unit number at the Command line to change a unit's alarm location. For example, enter `AL 100` and press **[Enter]** to change the alarm location for unit 100.
2. Click on the ellipsis (**…**) beside the **Alarm Location** field to locate the correct Alarm Location.
3. Double-click the correct alarm location. Press **[F1]** to set it as the unit's current alarm location.
4. If a unit returns to their usual or "home" location, the alarm location can be changed back.

   Enter `ALH` and the unit number at the Command line to change back to a unit's default alarm location. For example, type `ALH 100` and press **[Enter]** to change the alarm location for unit 100 back to their default alarm location.

Using Run Cards

Dynamic Run Cards

Dynamic run cards for Law Enforcement, Fire, and EMS are set up in *CAD Configuration* to assist in correct unit recommendations. The Dynamic Run Card is an automation of the unit selection based on unit attributes matched, distance from the call, and the unit's area of responsibility.

The agency and workstation must be configured to use run cards in order for the Run Card alert to appear on a call.

1. From the main CAD screen, locate the correct call and double-click it or press **[Enter]** to open the call detail screen.

   The alert flag LRUN, FRUN, or ERUN is listed below the Complaint Type to indicate a run card in available.

2. To view the run card, click on the flag or enter the appropriate command (LRUN, FRUN, ERUN) in the Command line and press **[Enter]**. For example, if FRUN appears on the call, click the flag or enter `FRUN` in the command line and press **[Enter]**.

   The Run Cards window opens and lists the applicable run cards for the complaint type and alarm level. Listed for each run card are the type (static or dynamic), geo areas, and alarm level.

   To view all run cards regardless of the alarm level of the call, click **Show All Run Cards**. This button toggles between **Show All** and **Show Only** for the alarm level.

3. Choose the run card to be used and press **[Enter]**.

4. General information for the run card is listed and includes the CAD incident number, complaint type, alarm level, special instructions, active days and times, and geographic areas assigned for the run card.

5. A list of attributes required for the call complaint type appear in the middle panel. Next to each attribute is a list of units (already on the call or available for service) which have that attribute.

6. Select the recommended units to this call.

7. To dispatch the recommended units to this call, press **[Shift+Enter]**.

8. To place the recommended units en route to this call, press **[Ctrl+Enter]**. The run card closes and the recommended units appear on the call as en route.

9. To place the recommended units on scene, press **[Alt+Enter]**. The run card closes and the recommended units appear on the call as on scene.

10. If the run card is not needed to dispatch units, press **[Esc]** to close the run card.

11. When finished reviewing the call, press **[Esc]** to close it.

Static Run Cards

Static run cards for Law Enforcement, Fire, and EMS are set up in *CAD Configuration*. When a complaint type and geographic area on a call match a run card, an alert flag appears on the call record.

The agency and workstation must be configured to use run cards in order for the Run Card alert to appear on a call.

1. From the main CAD screen, locate the correct call and double-click it or press **[Enter]** to open the call detail screen.

   The alert flag LRUN, FRUN, or ERUN is listed below the Complaint Type.

2. To view the run card, click on the flag or enter the appropriate command (LRUN, FRUN, ERUN) in the Command line and press **[Enter]**. For example, if LRUN appears on the call, type `LRUN` on the command line.

   The Run Cards window opens and lists the applicable run cards for the complaint type and alarm level. Listed for each run card are the type (static or dynamic), geo areas, and alarm level.

   To view all run cards regardless of the alarm level of the call, click **Show All Run Cards**. This button toggles between **Show All** and **Show Only** for the alarm level.

3. Choose the run card to be used and press **[Enter]**.

4. The Run Card appears. Call information is listed, followed by instructions for this type of call.

5. The recommended units are listed for Unit Selection. Only units that are currently available are listed. To refresh the list to reflect the current availability of all recommended units, press **[F5]**.

6. Select the recommended units to this call. To select all recommended units, press **[Ctrl+A].**

7. To dispatch the recommended units to this call, press **[Shift+Enter]**.

8. To place the recommended units en route to this call, press **[Ctrl+Enter]**. The run card closes and the recommended units appear on the call as en route.

9. To place the recommended units on scene, press **[Alt+Enter]**. The run card closes and the recommended units appear on the call as on scene.

10. If the run card is not needed to dispatch units, press **[Esc]** to close the run card.

11. When finished reviewing the call, press **[Esc]** to close it.